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ABSTRACT

This appendix accompanies Volume 1 of the Information and Referral Center Study and the Evaluation of Information and Referral Services for the Elderly. It contains information tables on such topics as system evaluation, objectives, community involvement, staff training, referral services and sample data collection forms. (CJ)

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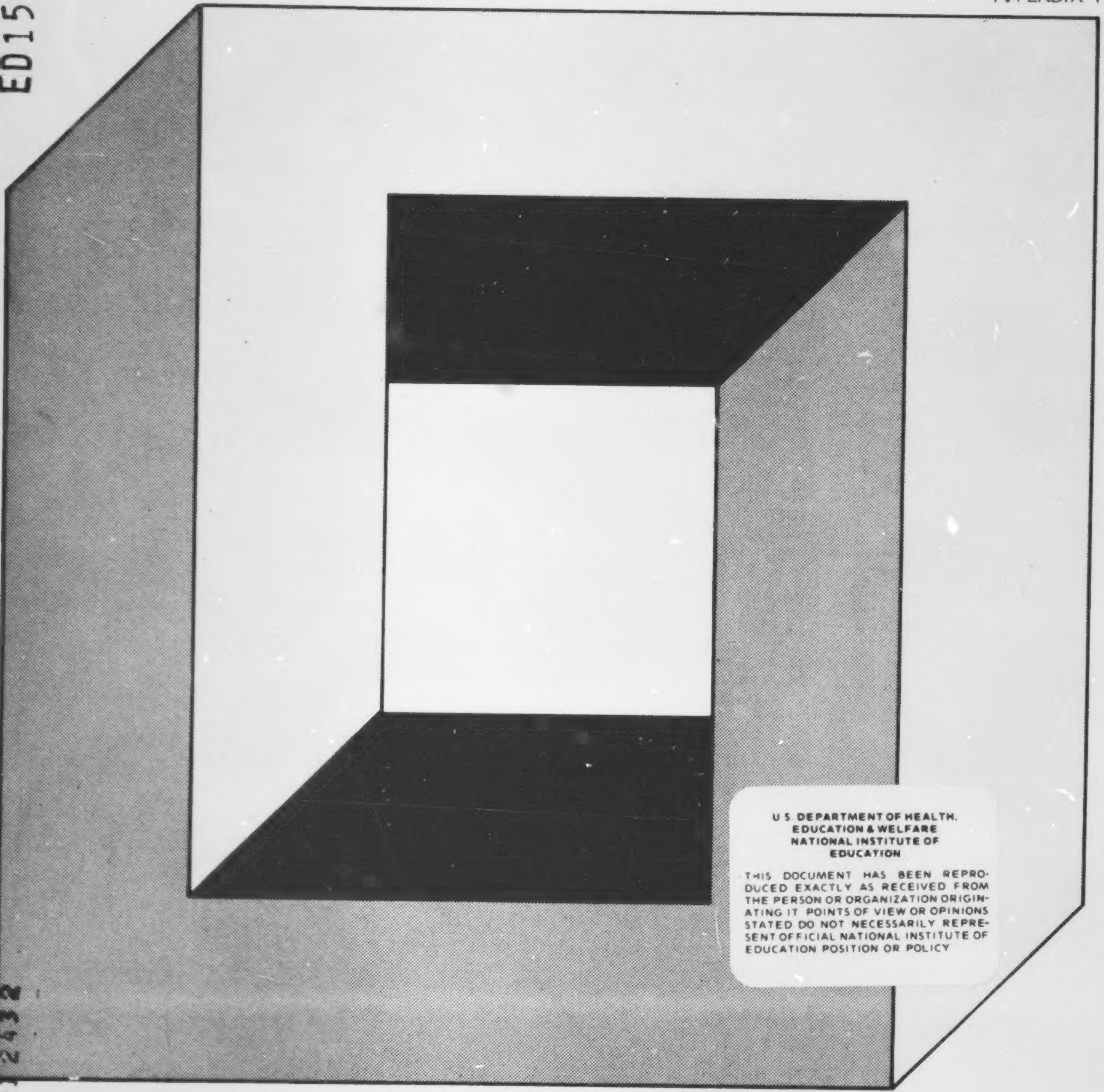
INFORMATION & REFERRAL SERVICES: Research Findings

VOLUME 1 of the InterStudy **INFORMATION AND REFERRAL CENTER STUDY**

APPENDIX 1



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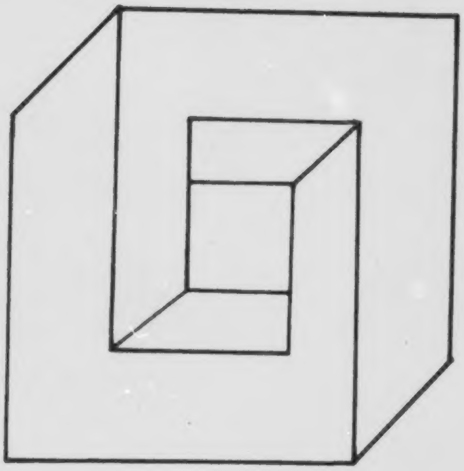

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Table of Contents

1 CHAPTER 1: Background

3 Table 1: WIS Center Locations, Sponsoring Agencies, and Beginning Dates of Service to the Public

4 Table 2: Reorganization of WIS Center Catchment Areas and Sponsorship After June 30, 1975

7 CHAPTER 2: Formative-System Evaluation

9 Table 3: Hierarchy of WIS Program Objectives and Assumptions

12 Table 4: WIS Program Objectives Reogranized to Illustrate Ideal, Service, and Maintenance Objectives

14 Table 5: WIS Objectives Organized According to Basic System Functions, with Percent of Time on Task-Related Efforts

15 CHAPTER 3: Information and Referral Services Viewed from a System Perspective

17 Table 6: Percent of Time Spent on WIS Objectives Related to Five Environmental Systems

19 CHAPTER 4: Maintenance Input Objectives

21 Table 7: Cost of I&R Center Study and the WIS Demonstration Compared with Two Other I&R Programs

22 Table 8: Estimated Time for Interviewing Facilities with the SEARCH Inventory

23 Table 9: Proportion of Cross-Reference File Included in Resource File at Time of Center Opening and at the End of the Demonstration

24 Table 10: Use of Facilities in Resource File by All Centers During the Demonstration Period

25 Table 11: Comparison of Interview Priorities and Use of Facilities in the WIS Resource File

27 CHAPTER 5: Signal Input Objectives

29 Table 12: Count of Forms Gathered for the WIS Evaluation

30 Table 13: Number of Days Required for Return of IRUS

30 Table 14: Number of Follow-Up Phone Call Attempts Made to Stimulate Return of the IRUS

31 Table 15: Source of WIS Calls

32 Table 16: Proportion of First-Time and Repeat Users Responding to the IRUS

33 Table 17: Comparison of First-Time and Repeat Users by Age

33 Table 18: Comparison of First-Time and Repeat Users by Sex

33 Table 19: Comparison of First-Time and Repeat Users by Race

34 Table 20: Comparison of First-Time and Repeat Users by Income

34 Table 21: Comparison of First-Time & Repeat Users by Education

35 Table 22: Comparison of Those Asked and Not Asked to Complete an IRUS by CIF Classification

36 Table 23: Comparison Between Those Asked and Not Asked to Complete an IRUS by Number of Problems Presented

36 Table 24: Comparison Between Those Asked and Not Asked to Complete an IRUS by Number of Facilities Recommended

37 Table 25: Comparison of Those Asked and Not Asked to Complete an IRUS by Problem-Service Category
38 Table 26: Comparison of Those Asked and Not Asked to Complete an IRUS by Amount of Time Spent Directly with Caller
39 Table 27: Comparison of Those Asked and Not Asked to Complete an IRUS by Number of Days Required for Center to Help
40 Table 28: Comparison of Those Asked and Not Asked to Complete an IRUS by Number of Contacts Required to Help Caller
41 Table 29: Comparison of Those Asked and Not Asked to Complete an IRUS by Nature of Additional Contacts Required to Provide Service
42 Table 30: Comparison of Those Asked and Not Asked to Complete an IRUS by Worker's Estimate of Most Important Role
43 Table 31: Comparison of Those Asked and Not Asked to Complete an IRUS Based on Whether or Not Appropriate Service Was Found for Caller

45 **CHAPTER 6: Location of the Centers**
47 Table 32: Salient Characteristics of WIS Centers
48 Table 33: Proportion of Calls Coming from Different Counties Served by Centers 1–12
49 Table 34: Proportion of Calls Coming from the City of Milwaukee and Suburban Areas in Milwaukee County
50 Table 35: Proportion of Calls Coming from Different Neighborhoods in the City of Milwaukee
51 Table 36: Comparison Between CIF's & I&R User Surveys Having County Geocode Information & Those Not Having County Geocode Information
52 Table 37: Comparison Between Callers and the General Population with Regard to Age
54 Table 38: Comparison Between Callers and the General Population with Regard to Sex
55 Table 39: Comparison Between Callers and the General Population with Regard to Family Income
57 Table 40: Comparison Between Callers and the General Population with Regard to Educational Achievement
59 Table 41: Comparison Between Callers and the General Population with Regard to Race or Ethnic Identification
60 Table 42: Age of Callers and General Population Grouped by Sponsoring Agency
61 Table 43: Age of Callers and General Population Grouped by Three Senior Center Locations
61 Table 44: Age of Callers and General Population Grouped by Four Senior Center Locations
62 Table 45: Sex of Callers and General Population Grouped by Sponsoring Agency
63 Table 46: Family Income of Callers and General Population Grouped by Sponsoring Agency
64 Table 47: Educational Achievement of Callers and General Population Grouped by Sponsoring Agency
65 Table 48: Race or Ethnic Identification of Callers and General Population Grouped by Sponsoring Agency

66 Table 49: Source of Calls Grouped by Sponsoring Agency
67 Table 50: First-Time and Repeat Users Grouped by Sponsoring Agency
68 Table 51: Method of Contacting Center Grouped by Sponsoring Agency
69 **CHAPTER 7: Publicizing the Centers' Services**
71 Table 52: How User Heard About WIS, Grouped by Program Variations
72 Table 53: Effort Expended by Centers on Various Publicity Activities
73 Table 54: How User Heard of WIS by Age
74 Table 55: How User Heard of WIS by Sex
75 Table 56: How User Heard of WIS by Family Income
76 Table 57: How User Heard of WIS by Educational Achievement
77 Table 58: How User Heard of WIS by Race
78 Table 59: How User Heard of WIS by Living Arrangements
79 Table 60: I&R Callers and Those Contacted through Outreach Compared on the Basis of County of Residence
80 Table 61: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Age
81 Table 62: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Sex
82 Table 63: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Income
83 Table 64: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Education
84 Table 65: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Race
85 Table 66: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Whether or Not a Recipient of Social Security Benefits
85 Table 67: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Living Arrangements
86 Table 68: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Service Need, by Service Categories
87 Table 69: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Service Need, By Category and Service
88 Table 70: Comparison of Basic I&R Users with Those Contacted by Outreach on the Basis of Service Need, by Category, Problem, and Service
89 Table 71: Proportion of Total Budgets Going to I&R Service in Three Centers Providing Outreach
90 Table 72: Unit Cost of Basic I&R and Outreach in the Three Centers Providing Outreach
91 Table 73: Persons Contacted Through Outreach Who had Not Heard of WIS Previously
92 Table 74: How Persons Receiving I&R Through Outreach Contact Heard of WIS
93 Table 75: How Basic I&R Users Heard of WIS
94 Table 76: Comparison Between Basic I&R Users and Those Contacted by Outreach with Regard to Ease of Finding Help
94 Table 77: Comparison Between Basic I&R Users and Those Contacted by Outreach with Regard to Whether or not They Contacted the Recommended Facility
94 Table 78: Comparison Between Basic I&R Users and Those Contacted by Outreach with Regard to Whether or not They Received Help from the Recommended Facility

95 Table 79: Comparison Between Basic I&R Users and Those Contacted by Outreach with Regard to Whether or not the Recommended Facility Sent the Caller Elsewhere

95 Table 80: Comparison Between Basic I&R Users and Those Contacted by Outreach with Regard to Evaluation of WIS Service

97 **CHAPTER 8: Involving Community Members in the Program**

99 Table 81: Paid and Volunteer Staff Members by Professional Levels

99 Table 82: Sources of Volunteer Help Most Frequently Contacted by Centers

100 Table 83: Proportion of Time Allocated to Various I&R Tasks by Paid and Volunteer Staff Members

101 Table 84: Proportion of Time Allocated to Various I&R Tasks by Staff Members at Four Professional Levels

102 Table 85: Education and Work Experience for 130 Paid Center Staff, 144 Volunteers, and 12 Network Staff

103 Table 86: Amount of Time Spent by Paid and Volunteer Staff Members to Help Callers

104 Table 87: Number of Days Required for I&R Specialists to Help Callers as Reported by Paid and Volunteer Staff

105 Table 88: Number of Days Required for I&R Specialists to Help as Reported by Callers

106 Table 89: Number of Contacts Required to Help Caller by Paid and Volunteer Staff Members

107 Table 90: Nature of Additional Contacts Made by Paid and Volunteer Staff Members

108 Table 91: I&R Specialists' Estimates of Most Important Role

109 Table 92: I&R Specialists' Estimates of Whether or Not an Appropriate Services Was Found for the Caller

109 Table 93: Comparison Between Paid and Volunteer Staff Members with Regard to Whether or not a Caller was Asked to Complete an I&R User Survey

110 Table 94: Comparison between Paid and Volunteer Staff Members with Regard to Whether or Not Callers Returned an I&R Survey

110 Table 95: Callers' Evaluation of Whether or Not They were Sent to the Right Place for Help

111 Table 96: Number of Callers Who Contacted a Facility Recommended by WIS

111 Table 97: Range of Problems for Which Callers Who Contacted a Facility Recommended by WIS Received Help

112 Table 98: Number of Callers Who Contacted a Facility Recommended by WIS Who Were Sent Elsewhere by That Facility for Help

112 Table 99: Callers' Ratings of the Service Provided by Paid and Volunteer Staff

113 Table 100: Number of Callers Who Would Recommend WIS Services to a Friend

114 Table 101: Attendance of Members at State Advisory Committee Meetings

115 CHAPTER 9: Coordination with the Delivery System
117 Table 102: Nature of Calls Received by WIS from Facilities
118 Table 103: Frequency Count of Different Facilities Which Contacted the WIS Centers
119 Table 104: Names of Facilities Which Most Frequently Contacted the WIS Centers

121 CHAPTER 10: Training, Evaluation, and Supervision of Staff Members
123 Table 105: Dates and Contents of Training Sessions
124 Table 106: Agenda and Average Ratings of the First Resource File Training Session at the Conclusion of Training and Six Months Later
125 Table 107: Agenda and Average Ratings of the Interviewing, Information-Giving and Referral Training Session
126 Table 108: Agenda and Average Ratings of the Outreach Training Session
127 Table 109: Agenda and Average Ratings of the Follow-Through, Escort, and Transportation Training Session

129 CHAPTER 11: Office Maintenance
131 Table 110: Proportion of Paid Staff Time Spent in Office Maintenance and Miscellaneous Activities

133 CHAPTER 12: Using I&R Data for Human Services Planning
135 Table 111: Number of Requests for Planning Information Received by the WIS Network During the Course of the Demonstration
136 Table 112: Description of Planning Requests Received by the WIS Network

137 CHAPTER 13: Information and Referral Services as a Method for Connecting People with the Delivery System
139 Table 113: Number of Callers Receiving Basic Information and Referral Services During Three Time Periods
140 Table 114: Outcome of Referrals as Reported by Facilities Accepting Them from WIS
141 Table 115: Number of Callers Receiving Information and/or Referral Only Who Contacted a Facility Recommended by WIS
142 Table 116: Budget Costs Allocated to the Provision of Basic Information and Referral Services
143 Table 117: Amount of Time Required to Help Callers Who Received Information and/or Referral Only
144 Table 118: Number of Days Required to Provide Help to Callers Who Received Information and/or Referral Only
145 Table 119: Number of Contacts Required to Provide Help to Callers Who Received Information and/or Referral Only
146 Table 120: Reasons Callers Who Received Information and/or Referral Only Indicated for Not Contacting a Facility Recommended by WIS
147 Table 121: Evaluation by Callers Who Received Information and/or Referral Only as to Whether or Not They were Sent to the Right Place by WIS

148 Table 122: Number of Problems for Which Callers Who Received Information and/or Referral Only Received Help at a Facility Recommended by WIS
149 Table 123: Number of Callers Who Received Information and/or Referral Only Who Were Sent Elsewhere by a Facility Recommended by WIS
150 Table 124: Age of Callers Who Received Information Only, Accepted Referrals, and/or Declined Referrals
151 Table 125: Age of Callers Who Received Information and Referral Compared with the Total Population
152 Table 126: Sex of Callers Who Received Information and Referral Compared with the Total Population
153 Table 127: Family Income of Callers Who Received Information and Referral Compared with the Total Population
154 Table 128: Educational Achievement of Callers Who Received Information and Referral Compared with the Total Pop.
155 Table 129: Race or Ethnic Identification of Callers Who Received Information and Referral Compared with the Total Population
156 Table 130: Service Needs by Category of Those Who Received Information Only
157 Table 131: Service Needs by Category of Those Who Accepted a Referral Appointment
158 Table 132: Service Needs by Category of Those Who Declined a Referral Appointment
159 Table 133: Frequency Count of Different Facilities with Which WIS Centers Made Referral Appointments
159 Table 134: Name of Facilities with Which WIS Centers Made Ten or More Referral Appointments
160 Table 135: Number of Callers Who Were Offered Follow-Through Services
160 Table 136: Number of Callers Who Had Not Contacted a Facility Recommended by WIS at the Time of Follow-Through Recontact Who Subsequently Contacted a Facility
161 Table 137: Number of Those Who Received All I&R Services Who Contacted a Facility Recommended by WIS
162 Table 138: Budget Costs Allocated to the Provision of Follow-Through and Escort and Transportation
163 Table 139: Number of Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation
164 Table 140: Amount of Time Required to Provide Help to Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation
165 Table 141: Number of Days Required to Provide Help to Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation
166 Table 142: Number of Contacts Required to Help Callers Who Received Information, Referral, Follow-through, and Escort and Transportation
167 Table 143: Cost Per Unit of Service for Basic I&R, Follow-Through, and Escort and Transportation
168 Table 144: Service Needs by Category of those Who Received Information, Referral, Follow-Through, and Escort and Transportation

145 Table 145: Age of Callers Who Received Information and Referral, Follow-Through, Escort or Transportation Compared with the Total Population

170 Table 146: Sex of Callers Who Received Information and Referral, Follow-Through, Escort, or Transportation Compared with the Total Population

171 Table 147: Family Income of Callers Who Received Information and Referral, Follow-Through, Escort or Transportation Compared with Total Population

172 Table 148: Educational Achievement of Callers Who Received Information and Referral, Follow-Through, Escort, or Transportation Compared with the Total Pop.

173 Table 149: Race or Ethnic Identification of Callers Who Received Information and Referral Follow-Through, Escort, or Transportation Compared with the Total Pop.

174 Table 150: Living Arrangements of Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation

174 Table 151: Number of Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation Who Were Also Recipients of Social Security Benefits

175 Table 152: Evaluation by Callers Who Received Information, Referral, Follow-Through, Escort and Transportation as to Whether or Not They Were Sent to the Right Place by WIS

175 Table 153: Length of Time Callers Had to Wait at a Facility Recommended by WIS Before Being Seen

176 Table 154: Number of Problems for Which Callers Got Help at a Facility Recommended by WIS

176 Table 155: Number of Callers Who Were Sent Elsewhere by a Facility Recommended by WIS

177 Table 156: Evaluation of WIS Service by Callers Who Received Information, Referral, Follow-Through and Escort and Transportation

177 Table 157: Number of Callers Who Would Recommend WIS to a Friend

CHAPTER 1: Background

TABLE 1: WIS Center* Locations, Sponsoring Agencies, and Beginning Dates of Service to the Public

Center Number	Center Location	Sponsoring Agency	Beginning Date of Service to Public	Program Variation
01	Madison	Social Security	June 26, 1973	**
02	Beloit	Rock County Department of Social Services	April 30, 1973	Follow-Through Escort
03	Reedsburg	The Counseling Center	April 2, 1973	**
04	Cashton	Wisconsin Coulee Region Community Action Program	April 30, 1973	Outreach
05	Eau Claire	Western Dairyland Economic Opportunity Council, Inc.	April 16, 1973	**
06	Ashland	Northwest Wisconsin Community Action Program	April 9, 1973	Outreach
07	Oconto	Northeast Wisconsin Community Action Agency	April 9, 1973	Outreach
08	Green Bay	United Community Council of Brown County	February 2, 1973	**
09	Manitowoc	Manitowoc Committee on Aging	April 30, 1973	Escort Follow-Through
10	Fond du Lac	Social Security	June 6, 1973	Escort Follow-Through
11	Waukesha	Social Security	July 2, 1973	Escort Follow-Through
12	Wisconsin Rapids	Social Security	June 21, 1973	**
13	Milwaukee***	Community Relations—Social Development Commission and United Community Services of Greater Milwaukee, Inc.	December 3, 1973	**

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* *A brief description of the area served by each center is given in Appendix D.*

** *No program variation introduced.*

*** *During the demonstration period each of several "neighborhood" offices participated as branches of the Milwaukee WIS center to provide I & R services to the public. In October 1974, the service was centralized at the CR-SDC Downtown office. The following branches made up the Milwaukee center during the demonstration:*

a. CR-SDC Downtown office
b. United Community Services of Greater Milwaukee, Inc. (Downtown Office)
c. Washington Park Senior Center
d. Project Involve—Northwest
e. Project Involve—Eastside
f. Project Involve—Southside

Table 2: Reorganization of WIS Center Catchment Areas and Sponsorship After June 30, 1975

Post-Demonstration Center Identifiers	Counties Served	Main Center Location	Satellite Center Location	Formerly Served by Demonstration Center	Sponsoring Agency of Main & Satellite Centers
District I	Dane	Madison		01	Madison Public Library
11	Columbia	Madison		01	Madison Public Library
11	Grant	Madison		None	Madison Public Library
11	Green	Madison		None	Madison Public Library
11	Iowa	Madison		01	Madison Public Library
11	Jefferson	Madison		11	Madison Public Library
11	LaFayette	Madison		None	Madison Public Library
11	Richland	Madison		03	Madison Public Library
11	Sauk	Madison		03	Madison Public Library
11	Dodge	Madison		10	Service purchased from ADVOCAP—District III
12	Rock		Beloit	02	County Social Service Department
District II					
21	Milwaukee	Milwaukee		13	Milwaukee Social Development Commission
22	Waukesha		Waukesha	11	Area Agency on Aging
22	Kenosha		Waukesha	None	Area Agency on Aging
22	Ozaukee		Waukesha	None	Area Agency on Aging
22	Racine		Waukesha	None	Area Agency on Aging
22	Walworth		Waukesha	None	Area Agency on Aging
22	Washington		Waukesha	None	Area Agency on Aging
District III					
31	Fond du Lac	Fond du Lac		10	ADVOCAP
31	Green Lake	Fond du Lac		None	ADVOCAP
31	Marquette	Fond du Lac		None	ADVOCAP
31	Waushara	Fond du Lac		None	ADVOCAP
31	Winnebago	Fond du Lac		None	ADVOCAP
32	Outagamie		Appleton	None	I&R Office of Appleton
32	Calumet		Appleton	None	I&R Office of Appleton
32	Waupaca		Appleton	None	I&R Office of Appleton
District IV					
41	Brown	Green Bay		08	Area Agency on Aging
41	Door	Green Bay		None	Area Agency on Aging
41	Kewaunee	Green Bay		None	Area Agency on Aging
41	Manitowoc	Green Bay		09	Area Agency on Aging
41	Marinette	Green Bay		07	Area Agency on Aging
41	Menominee	Green Bay		None	Area Agency on Aging
41	Oconto	Green Bay		07	Area Agency on Aging
41	Shawano	Green Bay		None	Area Agency on Aging
41	Sheboygan	Green Bay		None	Area Agency on Aging
District V					
51	LaCrosse	LaCrosse		None	Coulee Region CAP
51	Buffalo	LaCrosse		05	Coulee Region CAP
51	Crawford	LaCrosse		04	Coulee Region CAP
51	Jackson	LaCrosse		05	Coulee Region CAP
51	Monroe	LaCrosse		04	Coulee Region CAP
51	Trempealeau	LaCrosse		05	Coulee Region CAP
51	Vernon	LaCrosse		04	Coulee Region CAP

Post-Demonstration Center Identifiers	Counties Served	Main Center Location	Satellite Center Location	Formerly Served by Demonstration Center	Sponsoring Agency of Main & Satellite Centers
District VI					
61	Eau Claire	Eau Claire		05	Not yet known
61	Chippewa	Eau Claire		None	Not yet known
62	Barron		Barron	None	Department of Social Services
63	Dunn		Menominee	None	Department of Social Services
64	Clark		Neilsville	None	Unified Services Board
65	Polk		Balsam Lake	None	Department of Social Services
66	Pepin		Durand	None	Department .of Social Services
Not included	Pierce			None	Volunteer I&R Exists There
Not included	St. Croix			None	Volunteer I&R Exists There
District VII					
71	Wood	Wisconsin Rapids		12	Area Agency on Aging
71	Adams	Wis. Rapids		12	Area Agency on Aging
71	Florence	WIS. Rapids		07	Area Agency on Aging
71	Forest	WIS. Rapids		07	Area Agency on Aging
71	Juneau	WIS. Rapids		03	Area Agency on Aging
71	Langlade	WIS. Rapids		None	Area Agency on Aging
71	Lincoln	WIS. Rapids		None	Area Agency on Aging
71	Marathon	WIS. Rapids		None	Area Agency on Aging
71	Oneida	WIS. Rapids		None	Area Agency on Aging
71	Portage	WIS. Rapids		12	Area Agency on Aging
71	Vilas	WIS. Rapids		None	Area Agency on Aging
District VIII					
80	Ashland	Ashland		06	Retired Senior Volunteer Program
81	Bayfield		Washburn	06	County Dept. of Social Services
82	Iron		Hurley	06	County Dept. of Social Services
83	Price		Phillips	06	County Dept. of Social Services
84	Taylor		Medford	None	County Dept. of Social Services
85	Rusk		Ladysmith	None	County Dept. of Social Services
86	Sawyer		Hayward	None	County Dept. of Social Services
87	Washburn		Shell Lake	None	County Dept. of Social Services
88	Burnett		Webster	None	County Dept. of Social Services
89	Douglas		Superior	06	Superior Chamber of Commerce

CHAPTER 2: Formative-System Evaluation

Table 3: Hierarchy of WIS Program Objectives and Assumptions

INFORMATION AND REFERRAL: CENTRAL OFFICE LEVEL

Objectives	Underlying Assumptions
I **Long-Range:**	
Formulate policy concerning the best methods for helping individuals gain access to human services.	▪ *There exists at present no comprehensive policy for optimizing the access of individuals to the providers of human services.* ▪ *The formulation of such a policy is of high priority.*
II **Intermediate:**	
A Investigate the I & R network concept as one method of helping individuals gain access to human services.	▪ *Multiple methods of helping individuals gain access to human services exist.* ▪ *Of these methods, the I & R network concept is among the more promising.*
B Identify and develop the potential of the I & R network for contributing to the planning of human services.	▪ *An I & R network has the potential for contributing to the planni of human services.*
III **Immediate:**	
A Implement the franchise approach to create a network of I & R centers.	▪ *The franchise approach is an effective way of avoiding unnecessary duplication in the provision of I & R services.*
B Encourage the use of volunteers and nonprofessionals in the delivery of I & R services.	▪ *Volunteers and nonprofessionals can deliver I & R services effectively.*
C Provide support services to develop and continue the I & R network operations:	
1 provide formal training for the staffs of network I & R centers;	▪ *In order to orient local I & R staff to the objectives of the network program and acquaint them with the day-to-day routines of developin and maintaining an I & R center, the central office must provide formal training.*
2 provide continuing supervision and consultation (including in-service training) to the staffs of network I & R centers;	▪ *Because professional consultation may not always be available at the center level, the central office must assume this responsibility.*
3 provide evaluation and feedback to individual centers.	▪ *Continuing evaluation and feedback are effective methods of assessing and improving the quality of I & R service delivery.*
D Collect and analyze data:	
1 collect, assemble, and process information generated by participating I & R centers;	▪ *Participating I & R centers will cooperate in providing complete and accurate data to the central office.*
2 analyze and interpret data collected from centers to provide pertinent information to planners at the state level.	▪ *Data obtained from network operations are potentially useful to planners of human services at the state level.*
E Serve as a focal, coordinating point for all I & R programs not participating in the network.	▪ *Coordination will help eliminate unnecessary duplication of services.* ▪ *Coordination will facilitate information exchange among participants and thus lead to improvement in the quality of I & R services.*

INFORMATION AND REFERRAL: CENTER LEVEL

Objectives	Underlying Assumptions
IV Long-Range:	
A Increase the access to and the use of health and social services for users and potential users of the I & R center.	■ *Existing health and social services have the capacity for improving the quality of life of individuals who are in need.* ■ *Many individuals in need of health and social services do not use them.* ■ *A major reason individuals in need do not use existing health and social services is that there are barriers that prevent them from reaching such services. These barriers include:* *(a) lack of knowledge about services;* *(b) negative attitudes about services; and* *(c) concrete obstacles in getting to services such as:* *– ill health,* *– lack of transportation,* *– lack of financial resources, and* *– lack of interpersonal skills to deal with service personnel.*
B Provide reports about services and service needs that will enable service planners to make more rational recommendations about policy and changes in programs.	■ *It is possible to identify the specific kinds of data that are relevant to human services planners.* ■ *The recommendations of planners have a significant impact on decision-makers involved in developing service programs.*
V Intermediate:	
A Develop and use an advisory board.	■ *Advisory board representatives can help disseminate knowledge of the center's goals and activities in the community.* ■ *Advisory board representatives can provide valuable community feedback and guidance to the centers.* ■ *Advisory board members can help ensure widespread and continuing community support for the center.*
B Increase public awareness of the existence of human service facilities, including the I & R center:	■ *Some segments of the population have either no information or incorrect and incomplete information about human services that may be available to them; many persons in such subpopulations cannot be reached by less active methods.*
1 provide case-finding services (outreach);	■ *Case-finding is an effective method of directing the attention of these segments of the population to facilities and services that may be of use to them.*
2 provide publicity for the I & R center;	■ *Publicity is an effective method for directing the attention of the general public and certain specified segments of the population to facilities and services that may be of use to them.*
3 locate centers to increase their use by specific segments of the population.	■ *Physical location may determine which segments of the population use the I & R center.*
C Provide reports about services and needs that will enable local agencies and service planners to make more useful recommendations about day-to-day agency operations.	■ *Planners need feedback about day-to-day operations to make more useful recommendations.* ■ *Feedback information is more complete when data are generated both internally and externally to the agency.* ■ *The I & R center, as one external data source, has the potential to provide information useful to human service agencies regarding the impact of their day-to-day operations on the people the I & R center serves.*

Objectives	**Underlying Assumptions**
VI **Immediate:**	
A Create and maintain a resource file:	
1 gather facility information;	■ *The information about community facilities and their services will enable the I & R center to give accurate information and make appropriate referrals.* ■ *The SEARCH Inventory is an appropriate tool to collect these data.*
2 set up resource file;	■ *Information gathered from facilities must be readily and accurately retrievable if it is to be of use in providing I & R services to the community.* ■ *The recommended filing system is a convenient and efficient method to set up a resource file.*
3 update resource file on a continuing basis.	■ *An up-to-date resource file increases the accuracy and thus the quality of the I & R service that a center can provide.*
B Develop and maintain facility interest and cooperation.	■ *The objectives of the I & R center will be more easily met if good relationships are developed and maintained with community facilities.*
C Obtain and use a panel of local professional consultants whenever possible.	■ *It is possible that situations may sometimes arise in daily I & R operations that are beyond the competence of nonprofessionals.*
D Operate the I & R center:	
1 provide accurate, up-to-date information about community health and social services;	■ *An I & R center is capable of identifying a caller's problem and matching it with an appropriate community service.*
2 provide referrals to facilities for those callers who need them;	■ *Community facilities will accept referrals.* ■ *A formal referral will increase the probability that a caller will use appropriate services.*
3 provide follow-through services to those callers who received referrals and to other callers who, in the opinion of the I & R specialist, have need of this service;	■ *Follow-through increases the probability that a caller will use appropriate services.*
4 provide escort services to those who wish to receive escort; these services consist of:	■ *Escort services will increase the probability that a caller will use appropriate services.*
a transportation to facilities,	■ *Lack of adequate transportation is a major barrier preventing the elderly from obtaining needed services.*
b a companion to help negotiate initial contact with facilities.	■ *It is reasonable to include transportation services as a component of an I & R center's program.* ■ *Fearful expectations, uncertainty, and the lack of interpersonal skills are major barriers that prevent elderly persons from obtaining needed human services.* ■ *A companion who can serve as an advocate for such an elderly person can diminish or eliminate these barriers. It is reasonable that the general I & R program include a service that supplies a companion or advocate to those who need such help.*
E Collect data on callers' needs and demographic characteristics.	■ *Accurate data about callers' needs and demographic characteristics will help I & R centers to determine whether or not they are reaching the kinds of people they want to reach.*
F Collect data on callers' service experience, including that of the I & R center.	■ *Accurate data about callers' experience with service facilities will enable facilities to be more helpful to those they serve.*

Table 4: WIS Program Objectives Reorganized to Illustrate Ideal, Service, and Maintenance Objectives

A. Ideal Objectives

- I Long-Range
  - Formulate policy concerning the best methods for helping individuals gain access to human services.
- II Intermediate
  - A Investigate the I & R network concept as one method of helping individuals gain access to human services.
  - B Identify and develop the potential of the I & R network for contributing to the planning of human services.
- IV Long-Range
  - A Increase the access to and the use of health and social services for users and potential users of the I & R center.

B. Service Objectives

- VI Immediate
  - D Operate the I & R Center:
    - 1 Provide accurate, up-to-date information about community health and social services.
    - 2 Provide referrals to facilities for those callers who need them.
    - 3 Provide follow-through services to those callers who received referrals and to other callers who, in the opinion of the I & R specialist, have need of this service.
    - 4 provide escort services to those who wish to receive escort; these services consist of:
      - a transportation to facilities,
      - b a companion to help negotiate initial contact with facilities.
- V Intermediate
  - B Increase public awareness of the existence of human service facilities, including the I & R center:
    - 1 provide case-finding services (outreach).

C. System Maintenance Objectives

Selection/Location of Centers

- III Immediate
  - A Implement the franchise approach to create a network of I & R centers.
- V Intermediate
  - B Increase public awareness of the existence of human service facilities, including the I & R Center.
    - 3 locate centers to increase their use by specific segments of the population.

Staffing, Training & Supervision

- III Immediate
  - B Encourage the use of volunteers and nonprofessionals in the delivery of I & R services.
- III Immediate
  - C Provide support services to develop and continue the I & R network operations.
    - 1 provide formal training for the staffs of network I & R centers.
    - 2 provide continuing supervision and consultation (including in-service training) to the staffs of network I & R centers

Community Acceptance

- III Immediate
  - E Serve as a focal, coordinating point for all I & R programs not participating in the network.
- V Intermediate
  - A Develop and use an advisory board.
  - B Increase public awareness of the existence of human service facilities, including the I & R center.
    - 2 Provide publicity for the I & R center.
- VI Immediate
  - B Develop and maintain facility interest and cooperation.
  - C Obtain and use a panel of local professional consultants whenever possible.

Data Collection and Feedback

Internal Evaluation

- III Immediate
  - C Provide support services to develop and continue the I & R network operations.
    - 3 Provide evaluation and feedback to individual centers.
- VI Immediate
  - F Collect data on callers' service experience, including that of the I & R center.

Human Services Planning

- III Immediate
  - D Collect and analyze data.
    - 1 Collect, assemble, and process information generated by participating I & R centers.
    - 2 Analyze and interpret data collected from centers to provide pertinent information to planners at the state level.
- IV Long-Range
  - B Provide reports about services and service needs that will enable service planners to make more rational recommendations about policy and changes in programs.
- V Intermediate
  - C Provide reports about services and needs that will enable local agencies and service planners to make more useful recommendations about day-to-day agency operations.
- VI Immediate
  - E Collect data on callers' needs and demographic characteristics.

Resource File Development and Maintenance

- VI Immediate
  - A Create and maintain a resource file.
    - 1 Gather facility information
    - 2 Set up resource file.
    - 3 Update resource file on a continuing basis.

Table 5: WIS Objectives Organized According to Basic System Functions, with Percent of Time Spent on Task-Related Efforts for Three Consecutive Six-Month Periods Beginning April, 1973

Objectives(a)		4/73–9/73		10/73–3/74		4/74–9/74		Total 4/73–9/74	
		State(b)	Centers(c)	State	Centers	State	Centers	State	Centers
		12,598	*35,552*	*12,316*	*49,237*	*11,774*	*44,071*	*36,687*	*128,775*
Input	**Total**	10.75%	22.25%	13.0%	10.25%	15.0%	9.25%	13.75%	13.25%
Maintenance	**Sub-Total**	4.0	21.5	2.5	9.5	3.0	8.5	4.0	12.5
II-A: Investigate I & R Network		—	—	—	—	—	—	—	—
VI-A-1: Gather Facility Information		3.0	16.5	.5	3.5	—	1.5	1.0	6.5
VI-A-3: Update Resource File		—	3.0	—	4.0	1.0	5.0	1.0	4.0
VII-A: Obtain Resources(d)		1.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
Signal	**Sub-Total**	6.75	.75	10.5	.75	12.0	.75	9.75	.75
III-D-1: Collect Data		2.25	.25	3.5	.25	4.0	.25	3.25	.25
VI-E: Collect Needs Data		2.25	.25	3.5	.25	4.0	.25	3.25	.25
VI-F: Collect Evaluation Data		2.25	.25	3.5	.25	4.0	.25	3.25	.25
Encoding Inputs	**Total**	14.0	24.5	6.5	24.5	6.0	26.5	10.0	25.5
III-A: Franchise Approach		—	—	—	—	—	—	—	—
III-B: Use Volunteers		—	—	—	—	—	—	—	—
III-E: Coordinate I & R		—	—	—	—	—	—	—	—
V-A: Advisory Board		—	1.0	—	1.0	1.0	1.0	1.0	1.0
V-B-1: Case-Finding (Outreach)		—	—	—	14.0	—	18.0	—	12.0
V-B-2: Publicity		9.0	5.0	4.0	4.0	—	4.0	5.0	4.0
V-B-3: Center Location		—	—	—	—	—	—	—	—
VI-A-2: Set up Resource File		3.0	16.5	.5	3.5	—	1.5	1.0	6.5
VI-B: Facility Interest		2.0	2.0	2.0	2.0	5.0	2.0	3.0	2.0
VI-C: Professional Consultants		—	—	—	—	—	—	—	—
Maintenance/Custodial	**Total**	63.0	34.0	65.0	42.0	66.0	32.0	66.0	39.0
III-C-1: Formal Training		2.0	3.0	4.0	5.0	2.0	3.0	3.0	4.0
III-C-2: Supervision		21.0	9.0	18.0	10.0	20.0	8.0	21.0	9.0
III-C-3: Feedback		2.0	—	3.0	—	1.0	—	2.0	—
VII-B: Clerical Support(d)		15.0	8.0	15.0	8.0	13.0	8.0	14.0	8.0
VII-C: Maintain Offices(d)		11.0	7.0	11.0	5.0	12.0	4.0	11.0	6.0
VII-D: Miscellaneous(d,e)		12.0	7.0	14.0	14.0	18.0	12.0	15.0	12.0
Decoding Outputs	**Total**	8.25	1.25	12.5	2.25	9.0	.25	10.25	1.25
II-B: I & R Network: Planning		—	—	—	—	—	—	—	—
III-D-2: Analyze Data		1.5	—	2.5	—	1.5	—	2.0	—
IV-B: Policy Reports		3.0	1.0	4.0	2.0	2.0	—	3.0	1.0
V-C: Operations Reports		3.75	.25	6.0	.25	5.5	.25	5.25	.25
Output	**Total**		16.0	1.0	20.0	1.0	29.0	—	22.0
I: Policy About Access		—		—	—	—	—	—	
IV-A: Increase Service Access		—	—					—	—
VI-D-1: Information-Giving and VI-D-2: Referrals		—	16.0	1.0	20.0	1.0	27.0	—	21.0
VI-D-3: Follow-through		—	—	—	—	—	1.0	—	—
VI-D-4: Escort/Transportation		—	—	—	—	—	1.0	—	1.0

NOTE: The data reported in this table are for all paid staff who worked in the WIS Network between April 1, 1973 and September 30, 1974.

a See Table 3.

b State Office Staff.

c Centers 1-13. N.B., Center 13, Milwaukee, began operation in June, 1973. June-November 1973 were spent primarily in resource file development by that center.

d Not in original list of program objectives.

e Percentages reported here may reflect either the degree of "waste" or non-productive effort on the part of staff (i.e., sick leave, vacations, and holidays).

CHAPTER 3: Information and Referral Services Viewed from a System Perspective

Table 6: Percent of Time Spent on WIS Objectives Related to Five Environmental Systems

	I & R System		Constituency System		Donor System		Administrative System		Delivery System		Recipient System	
Objectives[a]	**State**[b]	**Center**[c]	**State**	**Center**	**State**	**Center**	**State**	**Center**	**State**	**Center**	**State**	**Center**
Input												
Maintenance												
II-A: Investigate I & R Network	--	--	--	--	--	--	--	--	--	--	--	--
VI-A-1: Gather Facility Info.	--	--	--	--	--	--	--	--	1.0	6.5	--	--
VI-A-3: Update Resource File	--	--	--	--	--	--	--	--	1.0	4.0	--	--
VII-A: Obtain Resources[d]	--	1.00	.67[e]	.33	.67	.33	.67	.33	--	--	--	--
Signal												
III-D-1: Collect Data	3.25	.25[e]	--	--	--	--	--	--	--	--	--	--
VI-E: Collect Needs Data	3.25	.25[e]	--	--	--	--	--	--	--	--	--	--
VI-F: Collect Evaluation Data	3.25	.25[e]	--	--	--	--	--	--	--	--	--	--
Encoding Inputs												
III-A: Franchise Approach	--	--	--	--	--	--	--	--	--	--	--	--
III-B: Use Volunteers	--	--	--	--	--	--	--	--	--	--	--	--
III-E: Coordinate I & R	--	--	--	--	--	--	--	--	--	--	--	--
V-A: Advisory Board	--	--	1.0	1.0	--	--	--	--	--	--	--	--
V-B-1: Case-Finding (Outreach)	--	--	--	--	--	--	--	--	--	--	--	12.0
V-B-2: Publicity	--	--	--	--	--	--	--	--	--	--	5.0	4.0
V-B-3: Center Location	--	--	--	--	--	--	--	--	--	--	--	--
VI-A-2: Set up Resource File	1.0	6.5	--	--	--	--	--	--	--	--	--	--
VI-B: Facility Interest	--	--	--	--	--	--	--	--	3.0	2.0	--	--
VI-C: Professional Consultants	--	--	--	--	--	--	--	--	--	--	--	--
Maintenance/Custodial												
III-C-1: Formal Training	3.0	4.0	--	--	--	--	--	--	--	--	--	--
III-C-2: Supervision	21.0	9.0	--	--	--	--	--	--	--	--	--	--
III-C-3: Feedback	2.0	--	--	--	--	--	--	--	--	--	--	--
VII-B: Clerical Support[d]	14.0	8.0	--	--	--	--	--	--	--	--	--	--
VII-C: Maintain Office[d]	11.0	6.0	--	--	--	--	--	--	--	--	--	--
VII-D: Miscellaneous[d]	15.0	12.0	--	--	--	--	--	--	--	--	--	--
Decoding Outputs												
II-B: I&R Network: Planning	--	--	--	--	--	--	--	--	--	--	--	--
III-D-2: Analyze Data	2.0	--	--	--	--	--	--	--	--	--	--	--
IV-B: Policy Reports	--	--	--	--	--	--	--	--	3.0	1.0	--	--
V-C: Operations Reports	--	--	--	--	--	--	--	--	5.25	.25	--	--
Output												
I: Policy About Access	--	--	--	--	--	--	--	--	--	--	--	--
IV-A: Increase Service Access	--	--	--	--	--	--	--	--	--	--	--	--
VI-D-1 & 2: Information-Giving and Referrals	--	--	--	--	--	--	--	--	--	11.0	--	11.0
VI-D-3: Follow-through	--	--	--	--	--	--	--	--	--	--	--	--
VI-D-4: Escort/Transportation	--	--	--	--	--	--	--	--	--	--	--	1.0
Total:	77.75%	46.25%	1.67%	1.33%	.67%	.33%	.67%	.33%	13.25%	24.75%	5.0%	28.0%

NOTE: The data reported in this table are for all paid staff who worked in the WIS Network between April 1, 1973, and September 30, 1974.

[a] See Table 3.

[b] State Office Staff.

[c] Centers 1–13. N.B., Center 13, Milwaukee, began operation in June, 1973. June-November, 1973 were spent primarily in resource file development by that center.

[d] Not in original list of program objectives.

CHAPTER 4: Maintenance Input Objectives

Table 7: Cost of I & R Center Study and the WIS Demonstration Compared With Two Other I & R Programs(a)

	I & R Center Study			WIS Demonstration								
Time Period	Number of Months	Paid Staff	Expenditures	State Paid Staff	Center Paid Staff	Volunteers	Total Manhours	State Total Expenditures	Center Total Expenditures (b)	Total State & Center Expenditures	Norfolk I & R System (c)	Georgia Tie-Line (c)
7/69–6/70	12	5(d)	$ 78,902	NA(e)	NA	NA	NA	NA	NA	NA	—	—
7/70–6/71	12	5	141,216	NA	NA	NA	NA	NA	NA	NA	—	—
7/71–6/72	12	6	160,126	NA	NA	NA	NA	NA	NA	NA	—	—
7/72–6/73	12	6	144,985	NA	NA	NA	NA	NA	NA	NA	—	—
3/72–9/72	7	NA	NA	12(d)	NA	0	(f)	$ 18,950	—	$ 18,950	—	—
10/72–3/73	6	NA	NA	12(d)	24(d)	46	35,750(g)	86,154	$ 89,767	175,921	—	—
4/73–9/74	18	NA	NA	14(d,h)	101(d,h)	212	158,084	328,298	643,893	972,191	—	—
7/73–6/74	12	5	186,948	—	—	—	—	—	—	—	—	—
7/74–6/75	12	5	204,894	—	—	—	—	—	—	—	$96,009	$320,000
TOTAL	NA	NA	$917,071	NA	NA	NA	193,834	$433,402	733,660	1,167,062	$96,009	$320,000

[a] See also Hohenstein and Banks (1974, p. 52) for information about annual costs of several other I & R programs. Annual costs ranged from $18,700 to $414,000.

[b] Five centers donated the majority of the program expenses (Beloit center (02) and the four centers located in the Social Security offices) as in-kind. These costs have been included in this column, although they do not appear in the actual project budget.

[c] Data available only for 1974-75 (AoA-IM-75-19)

[d] Includes secretarial and clerical staff members.

[e] Not Applicable

[f] Manhour data not gathered during this time period.

[g] One center did not begin operations until November, 1972, and four did not begin until January, 1973.

[h] Includes temporary and part-time staff members.

Table 8: Estimated Time for Interviewing Facilities with the SEARCH Inventory*

Size of Facility	Estimated Range for Length of Time for Interview	Median
Large, multiprogram (e.g., welfare department, hospital, social security office)	1.75–8 hours	2.75 hours
Smaller, single-purpose (e.g., college, nursing home, fire department)	1.00–2.50 hours	1.50 hours
Very small, single service (e.g., club, church)	0.50–2.00 hours	1.00 hour

* Includes travel time to and from the facility.

Table 9: Proportion of Cross-Reference File Included in Resource File at Time of Center Opening and At End of Demonstration

Center	Facilities in File at Opening	Facilities Interviewed at Opening	Percent	Facilities Interviewed By End of Demonstration (9/30/74)		
				Number	Percent Increase	Percent [a]
Madison (01)	1200	382	32%	410	2%	34%
Beloit (02)	787	227	29	263	4	33
Reedsburg (03)	390	170	44	181	2	46
Cashton (04)	1085	423	39	451	3	42
Eau Claire (05)	800	196	25	243	5	30
Ashland (06)	369	357	97	431	3	100 [b]
Oconto (07)	411	187	45	270	21	66
Green Bay (08)	332	161	48	203	13	61
Manitowoc (09)	682	154	23	167	1	24
Fond du Lac (10)	870	222	26	345	14	40
Waukesha (11)	1951	332	17	509	9	26
Wisconsin Rapids (12)	564	248	44	252	1	45
Milwaukee (13) [c]	—	—	—	—	—	—

[a] Additions to the cross-reference file were made throughout the demonstration period. However the percentages in this column are based on the number of facilities in the cross-reference file at the time of the center's opening its doors to the public, because data were not maintained on the cross-reference file after that time.

[b] Center 06 had added at least 74 more facilities to its cross-reference file by this time.

[c] Data for center 13 are not available.

Table 10: Use of Facilities in Resource File by All Centers During the Demonstration Period

Center	Facilities in Center File[a]	Percent of Network File [b]	Total of Facilities Used	Percent of Total Network File	Number of Facilities Used: From Other Centers' Files	Number of Facilities Used: Percent of Total Facilities Used [c]	Number of Facilities Used: From Center's Own File	Number of Facilities Used: Percent of Total Facilities Used[c]	Number of Facilities Used: Percent of Center's File Used[d]	Number of Times Facilities Were Recommended: Total	Number of Times Facilities Were Recommended: By Other Centers[e] Number	Number of Times Facilities Were Recommended: By Other Centers[e] Percent	Number of Times Facilities Were Recommended: By Same Center Number	Number of Times Facilities Were Recommended: By Same Center Percent	Number of Times Facilities Were Recommended: Total Number of Callers[f]	Number of Times Facilities Were Recommended: Percent of All Calls Received[g]
Madison (01)	410	9.6	347		55	15.9	292	84.1	71.2	3,262	119	3.6	3,143	96.4	2,876	8.0
Beloit (02)	263	6.1	214		44	20.6	170	79.4	64.6	2,292	140	6.1	2,152	93.9	2,810	7.8
Reedsburg (03)	181	4.2	129		50	38.8	79	61.2	43.6	531	138	26.0	393	74.0	612	1.7
Cashton (04)	451	10.5	173		27	15.6	146	84.4	32.3	890	48	5.4	842	94.6	1,187	3.3
Eau Claire (05)	243	5.7	209		51	24.4	158	75.6	65.0	1,612	144	8.9	1,468	91.1	1,706	4.7
Ashland (06)	431	10.0	273		45	16.5	228	83.5	52.9	1,775	223	13.1	1,552	86.9	1,872	5.2
Oconto (07)	270	6.3	120		56	47.0	64	53.0	23.7	542	235	43.4	307	56.6	860	2.4
Green Bay (08)	203	4.7	248		45	18.1	203	81.8	100.0	4,014	145	3.6	3,869	96.4	4,250	11.8
Manitowoc (09)	167	3.9	186		51	27.4	135	72.6	80.8	2,957	218	7.4	2,739	92.6	4,062	11.2
Fond du Lac (10)	345	8.0	339		92	27.1	247	72.9	71.5	2,611	389	14.9	2,222	85.1	2,425	6.7
Waukesha (11)	509	11.8	372		203	54.6	169	45.4	33.2	2,239	708	31.6	1,531	68.4	2,326	6.4
Wisconsin Rapids (12)	252	5.9	246		74	30.1	172	69.9	68.2	1,408	227	16.1	1,181	83.9	1,476	4.1
Milwaukee (13)	568	13.2	425		27	6.4	398	93.6	70.0	8,906	56	(h)	8,850	99.9	9,670	26.8
Total Network	4,293	—	3,282	76.4	—	—	—	—	—	33,039	—	—	—	—	36,132	100.0

[a] Data as of September 30, 1974

[b] Combined file for all centers.

[c] Denominator is corresponding value for center in "Total of Facilities Used" column.

[d] Denominator is corresponding value in "Facilities in Center File" column.

[e] Not adjusted for place of residence of caller (i.e., caller may be outside of catchment area).

[f] The number of callers does not agree with the number of facilities recommended because in some calls several facilities were recommended. In other cases no facility at all was recommended to the caller.

[g] These figures are not adjusted for relative size of populations served by the different centers or for the date on which service began to the public.

[h] Less than .1%.

Table 11: Comparison of Interview Priorities and Use of Facilities in the WIS Resource File

High Priority for Interviewing

Government Agencies

- Welfare department
- Social Security office
- Health department
- Veteran's Administration
- Hospitals and mental health centers (including private)
- Police department
- Park or recreation department
- State employment agency
- Public housing authority
- Housing facilities for the elderly

Private Organizations

- Community centers, senior centers, churches
- Local medical, dental, nursing, social worker, pharmaceutical, legal, ministerial or clerical associations
- Voluntary agencies and groups
- Legal aid society
- Community emergency or rescue organization
- Retirement organizations
- Public transportation companies
- "Handicab" companies
- Service clubs
- "Hot Lines"

Lower Priority–Typically Interviewed After Center Opened

- Medical clinics
- Veterinary clinics
- Funeral homes
- Finance companies
- Individual practitioners (physicians, lawyers, etc.)
- Credit bureaus
- Co-ops
- Garages
- Some sororities, fraternities, and societies

Facilities Most Frequently Used in Order of Use By the Centers [a]

Facilities Most Frequently Used by Two or More Centers

- County departments of social service (or public welfare)
- Employment offices (state office and local branches)
- Legal Aid organizations
- Social Security Administration offices
- Community Action Programs
- Health departments (city and county, including public health nursing services)
- Mental health or counseling centers
- Fish programs
- Veteran's service offices
- University extension programs

Facilities Most Frequently Used by a Single Center

- Department of justice, consumer protection unit
- District attorney
- Insurance commissioner
- Commerce association
- City clerk and treasurer
- State department of agriculture
- State department of natural resources
- Economic Opportunity Council
- Hospital
- Free clinic
- Telephone company
- Senior citizen center
- Salvation Army
- St. Vincent de Paul Society
- School for boys
- Family service association

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[a] Data as of December, 1973.

CHAPTER 5: Signal Input Objectives

NOTE: Some minor variations in the "Totals" for Tables 15–31 may be observed. These variations are the result of different preliminary editing criteria developed for the computer programs by which the data were tabulated. The overall variations appear to be of a sufficiently small magnitude so that no concern about the validity of the data reported is merited.

Table 12: Count of Forms Gathered for the WIS Evaluation Between April 1, 1973 and September 30, 1974

Forms	4/73–9/73	10/73–3/74	4/74–9/74	Total
Caller Interview Form (CIF)				
Non-Outreach				
Centers 1-13	4,049	11,510	20,591	36,150
Centers 1-12(a)	4,049	9,552	12,881	26,482
Outreach	––	8,752	15,238	23,990
Total Centers 1-12	**4,049**	**18,304**	**28,119**	**50,472**
Referral Result Form (RRF)	28	90	87	205
Referral Result Form–No CIF (b)	––	––	––	––
I & R User Survey (IRUS)				
Non-Outreach				
Centers 1-13	1,616	4,533	3,804	9,953
Centers 1-12(a)	1,616	4,014	3,384	9,014
Outreach	––	1,668	3,725	5,393
Demographic Data Only (c)	––	1,408	2,876	4,284
Service Evaluation (d)	––	260	849	1,109
Total Centers 1-12	**1,616**	**6,201**	**7,529**	**15,346**
I & R User Survey–No CIF (b)	––	35	58	93
Facility File Form (FFF)	3,503 (e)	537	253	4,293
J Sheets (P/S Codes)	388,043 (e)	12,326	5,788	406,157
Biographical Summary Sheet (BSS)	270	98	51	419
I & R Worker Report (IRWR)	1,223	932	1,356	3,511
Record of Grant Expenditures (RGE)	––	225	68	293
Escort & Transportation Service Reimbursement Ticket (E/T)	––	143	410	553
E/T –No CIF (b)	––	––	––	––

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[a] Milwaukee center (13) is exluded from most of the following analyses because of its late entry into the demonstration.

[b] No matching CIF number could be found in the file (due to key punch errors, erasures, etc.).

[c] Demographic data (Questions 12-18 of the IRUS) were gathered for individuals contacted by outreach workers regardless of whether or not I & R service was given.

[d] These forms were completely filled out by those who received I & R service as a direct result of an outreach contact.

[e] Most of these forms were gathered during the time period of October, 1972, through March 31, 1973.

Table 13: Number of Days Required for Return of IRUS

Number of Days	Number	Percent	Cumulative Percent
Not Recorded	503	9.42	---
1–5	181	3.74 (a)	3.74 (a)
6–10	1022	21.14	24.88
11–15	1932	39.97	64.85
16–20	720	14.89	79.74
21–25	413	8.54	88.28
26–30	262	5.42	93.70
31–45	186	3.85	97.55
46–60	55	1.14	98.69
61+	63	1.30	99.99
Total	5337	100.00	100.00

NOTE: Based on a sample of Telephone Follow-Up Cards completed between April, 1973 and March, 1974.

[a] This percentage and those following are based on the 4834 Telephone Follow-Up Cards which did have data recorded.

Table 14: Number of Follow-Up Phone Call Attempts Made to Stimulate Return of the IRUS

Number of Attempts	Number	Percent
Not Recorded	3558	66.67
0	1177	66.16(a)
1	338	19.00
2	99	5.56
3	59	3.32
4	37	2.08
5	36	2.02
6	11	.62
7	8	.45
8	7	.39
9	2	.11
10 or More	5	.28
Total	5337	

NOTE: Based on a sample of Telephone Follow-Up Cards completed between April, 1973 and March, 1974.

[a] This percent and those following are based on the 1779 Telephone Follow-Up Cards which did have data recorded.

Table 15: Source of WIS Calls

	Total		Not Asked		Asked		Refused			Agreed to IRUS			IRUS Not Returned			IRUS Returned				No Response	
Source	Number	Percent[a]	Number	Percent Total[b]	Number	Percent Total[b]	Number	Percent Total (b)	Percent Those Asked[c]	Number	Percent Total[b]	Percent Those Asked[c]	Number	Percent Total[b]	Percent Those Agreeing[d]	Number	Percent Total[b]	Percent Those Agreeing[d]	Percent Those Returned[e]	Number	Percent[b]
Private Individual for Self	27,673	76.5	11,817	42.7	15,682	56.7	5,232	18.9	33.4	10,450	37.7	62.3	3,775	13.6	36.1	6,675	24.1	63.8	70.6	174	0.6
Private Individual for Someone Else	3,735	10.3	1,296	34.7	2,405	64.4	696	18.6	28.9	1,709	45.7	54.3	445	11.9	26.0	1,264	33.8	73.9	13.4	32	.8
Facility for Client (Includes Escort)	2,455	6.7	1,036	44.1	1,355	55.2	457	18.6	33.7	898	36.5	63.5	142	5.8	15.8	756	30.8	84.1	8.0	17	.6
Facility for Information or Other Reason	2,268	6.1	901	39.7	1,341	59.1	436	19.2	32.5	905	39.9	60.1	138	6.1	15.2	767	33.8	84.7	8.1	26	1.1
Total (Centers 1-13)	36,132	100.0	15,105	41.8	20,778	57.5	6,820	18.8	32.8	13,968	38.6	67.2	4 ,499	12.5	32.2	94 69	26.2	67.8	100.0	249	.6

NOTE: Based on data gathered between April 1, 1973, through September 30, 1974.

[a] Percent based on "Total (Centers 1–13)" row in the first column.

[b] Percent based on row total (first column).

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total (Centers 1–13)" row of the "Irus Returned" column.

Table 16: Proportion of First-Time and Repeat Users Responding to the IRUS

Source	IRUS Returned		First-Time User			Repeat User		
	Number	Percent Total[a]	Number	Percent Total[a]	Percent Total Returned[b]	Number	Percent Total[a]	Percent Total Returned[b]
Private Individual for Self	6,675	70.6	4,977	52.6	74.6	1,698	18.0	25.4
Private Individual for Someone Else	1,264	13.4	864	9.1	68.4	400	4.2	31.6
Facility for Client (Includes Escort)	756	8.0	356	3.8	47.1	400	4.2	52.9
Facility for Information or Other Reason	767	8.1	289	3.1	37.7	478	5.0	62.3
Total (Centers 1-13)	**9,459**	**100.0**	**6,485**	**68.6**	**68.6**	**2,974**	**31.4**	**31.4**

NOTE: Based on data gathered between April 1, 1973, through September 30, 1974.

[a] Percent based on Total in first column.

[b] Percent based on row total.

Table 17: Comparison of First-Time and Repeat Users by Age

				Age												
	Total IRUS	No Response		0–19		20–24		25–34		35–54		55–64		65+		Total Responding	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Centers 1-13	6,675	274	4.1	311	4.8	1,139	17.8	1,586	24.8	1,435	22.4	772	12.1	1,158	18.1	6,401	95.9
First-Time	4,977	76	1.5	243	5.0	850	17.3	1,202	24.5	1,130	23.0	593	12.1	883	18.0	4,901	98.5
Repeat	1,698	198	11.7	68	4.5	289	19.3	384	25.6	305	20.3	179	11.9	275	18.3	1,500	88.3

NOTE: Data are for private individuals calling for themselves between April 1, 1973 and September 30, 1974.

Table 18: Comparison of First-Time and Repeat Users by Sex

		No Response		Male		Female		Total Responding	
	Total	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Centers 1-13	6,675	261	3.8	1,953	30.4	4,461	69.6	6,414	96.1
First-Time	4,977	65	1.2	1,496	30.4	3,416	69.5	4,912	98.7
Repeat	1,698	196	11.5	457	30.4	1,045	69.6	1,502	88.4

NOTE: Data are for private individuals calling for themselves between April 1, 1973 and September 30, 1974.

Table 19: Comparison of First-Time and Repeat Users by Race

		No Response		White		Black		Am. Indian		Spanish Am.		Oriental		Other		Total Responding	
	Total	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Centers 1-13	6,675	336	4.9	6,174	97.4	84	1.3	29	.4	18	.3	10	.2	24	.4	6,339	95.0
First-Time	4,977	121	2.3	4,736	97.5	58	1.2	28	.6	13	.3	7	.1	14	.3	4,856	97.6
Repeat	1,698	215	12.7	1,438	97.0	26	1.8	1	.1	5	.3	3	.2	10	.7	1,483	87.3

NOTE: Data are for private individuals calling for themselves between April 1, 1973 and September 30, 1974.

Table 20: Comparison of First-Time and Repeat Users by Income

	Total	No Response		$0–$999		$1000–$3999		$4000–$5999		$6000–$7999		$8000–$9999		$10,000–$11,999		$12,000–$14999		$15,000 +		Total Responding	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Centers 1–13	6,675	1,100	16.4	275	4.9	1,228	22.0	795	14.3	674	12.1	623	11.2	752	13.5	568	10.2	660	11.8	5,575	83.5
First-Time	4,977	725	14.5	205	4.8	901	21.2	603	14.2	489	11.5	487	11.4	593	13.9	444	10.4	530	12.5	4,252	85.4
Repeat	1,698	375	22.1	70	5.3	327	24.7	192	14.5	185	14.0	136	10.3	159	12.0	124	9.4	130	9.8	1,323	77.9

NOTE: Data are for private individuals calling for themselves between April 1, 1973 and September 30, 1974.

Table 21: Comparison of First-Time and Repeat Users by Education

	Total	No Response		No Education		Grade 1–7		Grade 8		Grade 9–11		Grade 12		College 1–3 Yrs.		College 4 Yrs.		College 5+ Yrs.		Total Responding	
		Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Centers 1–13	6,675	394	5.9	37	.6	291	4.6	574	9.1	861	13.7	2,061	32.6	1,458	23.2	612	9.7	397	6.3	6,281	94.1
First-Time	4,977	171	3.4	26	.5	209	4.3	447	9.3	652	13.6	1,598	33.2	1,104	23.0	457	9.5	313	6.5	4,806	96.6
Repeat	1,698	223	13.1	11	.7	82	5.6	127	8.6	209	14.2	453	30.7	354	24.0	155	10.5	84	5.7	1,475	86.9

NOTE: Data are for private individuals calling for themselves between April 1, 1973 and September 30, 1974.

Table 22: Comparison of Those Asked and Not Asked to Complete an IRUS by CIF Classification

	Total		Not Asked		Asked		Refused			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
CIF Classification(a)	Number	Percent(b)	Number	Percent(c)	Number	Percent(c)	Number	Percent(c)	Percent Those Asked(d)	Number	Percent(c)	Percent Those Asked(d)	Number	Percent(c)	Percent Those Agreeing(e)	Number	Percent(c)	Percent Those Agreeing(e)	Percent Those Returned(f)
(1) All Blank	125	.7	78	62.4	47	37.6	33	26.4	70.2	14	11.2	29.8	2	1.6	14.3	12	9.6	85.7	.2
(2) Verbal Notes	316	1.7	113	35.8	203	64.2	80	25.3	39.4	123	38.9	60.6	32	10.1	26.0	91	28.8	74.0	1.6
(3) Factual Info	4,097	21.7	1,931	47.1	2,166	52.9	899	21.9	41.5	1,267	30.9	58.5	395	9.6	31.2	872	21.3	68.8	15.9
(4) Category Only	271	1.4	93	34.3	178	65.7	51	18.8	28.6	127	46.9	71.3	33	12.2	26.0	94	34.7	74.0	1.7
(5) Category + Problems Only	319	1.7	85	26.6	234	73.4	71	22.3	30.3	163	51.1	69.6	63	19.7	38.6	100	31.3	61.3	1.8
(6) Category + Service Only	1,118	5.9	338	30.2	780	69.8	224	20.0	28.7	556	49.7	71.3	182	16.3	32.7	374	33.4	67.3	6.8
(7) Category, Problem & Serv.	12,421	65.9 (g)	3,490	28.1	8,931	71.9	3,069	24.7	34.4	5,862	47.2	65.6	1,993	16.0	34.0	3,869	31.1	66.0	70.6
(8) Combination of two or more of (4–7) above	165	.9	32	19.4	133	80.6	33	20.0	24.8	100	60.6	75.2	32	19.4	32.0	68	41.2	68.0	1.2
(9) Combination of two or more of (3–7) above	5	(h)	1	(h)	4	(h)	1	(h)	(h)	3	(h)	(h)	1	(h)	(h)	2	(h)	(h)	(h)
TOTAL	18,837	100.0	6,161	32.7	12,676	67.3	4,461	23.7	35.2	8,215	43.6	64.8	2,733	14.5	33.3	5,482	29.1	66.7	100.0

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

Explanation of the way in which CIF's are classified:

(1) Nothing written in the P/S Code Column in Section D of the CIF.

(2) There are verbal notes, but no numeric codes in Section D of the CIF.

(3) Code 31–34–The request was for simple factual information about a facility or was not really a true I & R request. 31–Facility phone number only is given. 32–Facility address or location only is given. 33–Facility information only about the agency, such as hours open, name of a person at the agency, etc. 34–Requests for miscellaneous non-I & R information such as time of day, weather forecast, library reference desk questions, etc.

(4) 2–Digit Only–All codes that appear in Section D of the CIF, use only the first 2-digits of P/S code (broad service category).

(5) 4–Digit–Problem–All codes that appear in Section D of the CIF use only the first 4-digits of P/S code (broad service category and problem statement).

(6) 4–Digit–Service–All codes in Section D of the CIF use only the first 2 and the last 2 digits of P/S code (broad service category and service statement).

(7) 6–Digit–Only–All codes in Section D of the CIF use a full 6-digit code (broad service category and problem statement and service statement).

(8) There is a combination of two or more codes from categories 4-7.

(9) There is a combination of two or more codes from categories 3-7, at least one of which is from category 3.

b Percent based on TOTAL (first column).

c Percent based on row totals in the first column.

d Percent based on row value in "Asked" column.

e Percent based on row value in "Agreed to IRUS" column.

f Percent based on TOTAL, "IRUS Returned" column.

g When calls for factual information are eliminated, over 85.8% of all calls are completely recorded with a full 6-digit code, representing category, problem, and service.

h Less than .1%.

Table 23: Comparison Between Those Asked and Not Asked to Complete an IRUS by Number of Problems Presented

	Total			Not Asked		Asked		Refused IRUS			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
Number of Problems Presented	Number	Percent[a]	Cumulative Percent	Number	Percent[b]	Number	Percent[b]	Number	Percent[b]	Percent Those Asked[c]	Number	Percent[b]	Percent Those Asked[c]	Number	Percent[b]	Percent Those Agreeing[d]	Number	Percent[b]	Percent Those Agreeing[d]	Percent Those Returned[e]
0	441	2.3	2.3	191	43.3	250	56.7	113	25.6	45.2	137	31.1	54.8	34	7.7	24.8	103	23.4	75.2	1.9
1	15,465	82.1	84.4	5,290	34.2	10,175	65.8	3,704	24.0	36.4	6,471	41.8	63.6	2,179	14.1	33.7	4,292	27.8	66.3	78.3
2	2,271	12.0	96.4	544	24.0	1,727	76.0	530	23.3	30.7	1,197	52.7	69.3	384	16.9	32.1	813	35.8	67.9	14.8
3	485	2.6	99.0	104	21.4	381	78.6	94	19.4	24.7	287	59.2	75.3	91	18.8	31.7	196	40.4	68.3	3.6
4	118	.6	99.6	24	20.3	94	79.7	15	12.7	16.0	79	66.9	84.0	29	24.6	36.7	50	42.4	63.3	.9
5–8[f]	57	.3	99.9	8	14.0	49	86.0	5	8.8	10.2	44	77.2	89.8	16	28.1	36.4	28	49.1	63.6	.5
Total Centers 1–12	18,837	100.0	100.0	6,161	32.7	12,676	67.3	4,461	23.7	35.2	8,215	43.6	64.8	2,733	14.5	33.3	5,482	29.1	66.7	100.0

[a] Percent based on "Total: Centers 1–12" (first column).

[b] Percent based on row total of the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total: Centers 1–12" of the "IRUS Returned" column.

[f] Space limitations of the Caller Interview Form limited the maximum number of problems recorded to eight.

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

Table 24: Comparison Between Those Asked and Not Asked to Complete an IRUS by Number of Facilities Recommended

	Total			Not Asked		Asked		Refused IRUS			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
Number of Facilities Recommended	Number	Percent[a]	Cumulative Percent	Number	Percent[b]	Number	Percent[b]	Number	Percent[b]	Percent Those Asked[c]	Number	Percent[b]	Percent Those Asked[c]	Number	Percent[b]	Percent Those Agreeing[d]	Number	Percent[b]	Percent Those Agreeing[d]	Percent Those Returned[e]
0(f)	6,343	33.7	33.7	2,036	32.1	4,307	67.9	1,580	24.9	36.7	2,727	43.0	63.3	820	12.9	30.1	1,907	30.1	69.9	34.8
1	10,203	54.2	87.9	3,690	36.2	6,513	63.8	2,397	23.5	36.8	4,116	40.3	63.2	1,390	13.6	33.8	2,726	26.7	66.2	49.7
2	1,538	8.2	96.1	308	20.0	1,230	80.0	339	22.0	27.6	891	57.9	72.4	339	22.0	38.0	552	35.9	62.0	10.1
3	453	2.4	98.5	74	16.3	379	83.7	93	20.5	24.5	286	63.1	75.5	118	26.0	41.2	168	37.1	58.7	3.1
4	172	.9	99.4	27	15.7	145	84.3	39	22.7	26.9	106	61.6	73.1	34	19.8	32.1	72	41.9	67.9	1.3
5–8(g)	128	.7	100.0	26	20.3	102	79.7	13	10.2	12.7	89	69.5	87.2	32	25.0	36.0	57	44.5	64.0	1.0
Total: Centers 1–12	18,837	100.0	100.0	6,161	32.7	12,676	67.3	4,461	23.7	35.2	8,215	43.6	64.8	2,733	14.5	33.3	5,482	29.1	66.7	100.0

[a] Percent based on "Total: Centers 1–12" (first column).

[b] Percent based on row total in the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based row value in "Agreed to IRUS" column.

[e] Percent based on "Total: Centers 1–12" of the "IRUS Returned" column.

[f] Only those facilities which were coded on the CIF by a facility number were tabluated. Thus, facilities which were recommended, but which were not in the file, or which had not been assigned a facility number, were tabulated as zero.

[g] Space limitations of the Caller Interview Form limited the maximum number of facilities recorded to eight.

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

Table 25: Comparison of Those Asked and Not Asked to Complete an IRUS by Problem-Service Category

	Total				Not Asked			Asked		Refused IRUS				Agreed to IRUS			IRUS Not Returned				IRUS Returned				
P/S Category	Number	% Total[a]	Cum %	Rank	Number	% Total[b]	Rank	Number	% Total[b]	Number	% Total[b]	% Asked[c]	Rank	Number	% Total[b]	% Asked[c]	Number	% Total[b]	% Agreeing[d]	Rank	Number	% Total[b]	% Agreeing[d]	Rank	% Returned[e]
31-00-00 Phone Number	2,475	10.4	10.4	1.0	1,271	51.4	1.0	1,204	48.6	564	22.8	46.8	1.0	640	25.8	53.2	199	8.0	31.1	9.0	441	17.8	68.9	3.0	6.0
02-00-00 Consumer Protection	2,286	9.6	20.0	2.0	472	20.6	4.0	1,814	79.4	442	19.3	24.4	3.0	1,372	60.0	75.6	443	19.4	32.3	1.0	929	40.6	67.7	1.0	12.7
10-00-00 Government	2,234	9.4	29.4	3.0	641	28.7	2.0	1,593	71.3	541	24.2	34.0	2.0	1,052	47.1	66.0	321	14.4	30.5	3.0	731	32.7	69.5	2.0	10.0
08-00-00 Financial	1,583	6.7	36.1	4.0	470	29.7	5.0	1,113	70.3	352	22.2	31.6	5.0	761	48.1	68.4	323	20.4	42.4	2.0	438	27.7	57.6	4.0	6.0
12-00-00 Housing	1,520	6.4	42.5	5.0	433	28.5	7.0	1,087	71.5	417	27.4	38.4	4.0	670	44.1	61.6	256	16.8	38.2	4.0	414	27.2	61.8	6.0	5.7
32-00-00 Address	1,395	5.9	48.4	6.0	477	34.2	6.5	918	65.8	305	21.9	33.2	9.0	613	43.9	66.8	176	12.6	28.7	10.0	437	31.3	71.3	5.0	6.0
07-00-00 Family	1,210	5.1	53.5	7.0	301	24.9	9.5	909	75.1	316	26.1	34.8	8.0	593	49.0	65.2	239	19.8	40.3	5.0	354	29.2	59.7	9.0	4.8
17-00-00 Medical	1,177	5.0	58.5	8.0	301	25.6	9.5	876	74.4	321	27.3	36.6	7.0	565	47.2	63.4	213	18.1	38.4	6.5	342	29.0	61.6	10.0	4.7
15-00-00 Legal	1,140	4.8	63.3	9.0	283	24.8	11.0	857	75.2	289	25.4	33.7	10.0	568	49.8	66.3	213	18.7	37.5	6.5	355	31.1	62.5	8.0	4.9
06-00-00 Employment	1,049	4.4	67.7	10.0	273	26.0	12.0	776	74.0	252	24.0	32.5	11.0	524	50.0	67.5	207	19.7	39.5	8.0	317	30.2	60.5	12.0	4.3
19-00-00 Transportation	1,031	4.3	72.0	11.0	444	43.1	6.0	587	56.9	324	31.4	55.2	6.0	263	25.5	44.8	77	7.5	29.3	18.0	186	18.0	70.7	17.0	2.6
33-00-00 Other I & R	990	4.2	76.2	12.0	351	35.4	8.0	639	64.5	225	22.7	35.2	12.0	414	41.8	64.8	106	10.6	25.4	15.0	309	31.2	74.6	13.0	4.2
13-00-00 Insurance	984	4.1	80.3	13.0	224	22.8	13.0	760	77.2	191	19.4	25.1	14.0	569	57.8	74.9	172	17.5	30.2	11.0	397	40.3	69.8	7.0	5.4
18-00-00 Recreation	849	3.6	83.9	14.0	190	22.4	16.0	659	77.6	209	24.6	31.7	13.0	450	53.0	68.3	132	15.5	29.3	12.0	318	37.4	70.7	11.0	4.4
09-00-00 Food	721	3.0	86.9	15.0	213	29.5	14.0	508	70.4	158	21.9	31.1	15.0	350	48.5	68.9	127	17.6	36.3	13.0	223	30.9	63.7	15.0	3.0
04-00-00 Education	598	2.5	89.4	16.0	120	20.1	18.0	478	79.9	99	16.6	20.7	19.0	379	63.4	79.3	124	20.7	32.7	14.0	255	42.6	67.3	14.0	3.5
08-00-30 Environmental Health	556	2.3	91.7	17.0	124	22.3	17.0	432	77.7	142	25.5	32.9	16.0	290	52.2	67.1	85	15.3	29.3	17.0	206	36.9	70.7	16.0	2.8
34-00-00 Non-I&R Information	528	2.2	93.9	18.0	208	39.4	15.0	320	60.6	128	24.2	40.0	17.0	192	36.4	60.0	63	11.9	32.8	19.0	129	24.4	67.2	19.0	1.8
21-00-00 Volunteerism	495	2.1	96.0	19.0	104	21.0	19.0	391	79.0	120	24.2	30.7	18.0	271	54.7	69.3	89	18.0	32.8	16.0	182	36.8	67.2	18.0	2.5
22-00-00 Well Person	325	1.4	97.4	20.0	87	26.8	20.0	238	73.2	73	22.5	30.7	20.0	165	50.8	69.3	51	15.7	30.9	20.0	114	35.1	69.1	20.0	1.6
11-00-00 Household Essentials	153	.6	98.0	21.0	33	21.6	22.0	120	78.4	38	24.8	31.7	22.0	82	53.6	68.3	26	17.0	31.7	21.0	56	36.6	68.3	21.5	.8
20-00-00 Veterinary	146	.6	98.6	22.0	28	19.2	23.0	118	80.8	39	26.7	33.0	21.0	79	54.1	66.9	23	15.8	29.1	22.0	56	38.4	70.9	21.5	.8
14-00-00 Law Enforcement	124	.5	99.1	23.0	34	27.4	21.0	90	72.6	36	29.0	40.0	23.0	54	43.5	60.0	18	14.5	33.3	23.0	36	29.0	66.7	24.0	.5
01-00-00 Clothing	100	.4	99.5	24.0	17	17.0	24.0	83	83.0	24	24.0	28.9	24.0	59	59.0	71.1	17	17.0	28.8	24.0	42	42.0	71.2	23.0	.6
16-00-00 Life & Death Emergency	50	.2	99.7	25.0	7	14.0	25.0	43	86.0	18	36.0	41.9	25.0	25	50.0	58.1	11	22.0	44.0	25.0	14	28.0	56.0	25.0	.2
03-00-00 Disasters	19	.1	99.8	26.0	4	21.0	26.0	15	78.9	2	10.5	13.3	26.0	13	68.4	86.7	5	26.3	38.5	26.0	8	42.1	61.5	26.0	.1
TOTAL Centers 1-12	23,738	100.0	100.0	--	7,110	30.0	--	16,628	70.0	5,625	23.7	33.8	--	11,003	46.4	66.2	3,715	15.6	33.8	--	7,288	30.7	66.2	--	100.0

NOTE: The data in this table are based on problem-service codes, not individuals. Callers having two or more codes are counted more than once. Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

[a] Percent based on "Total: Centers 1–12" (first column).

[b] Percent based on row total in the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total: Centers 1-12" of the "IRUS Returned" column.

Table 26: Comparison of Those Asked and Not Asked to Complete an IRUS by Amount of Time Spent Directly with Caller

Time Spent with caller		Total			Not Asked		Asked		Refused IRUS			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
Hours	Minutes	Number	Percent Total[a]	Cumulative Percent	Number	Percent Total[b]	Number	Percent Total[b]	Number	Percent Total[b]	Percent Asked[c]	Number	Percent Total[b]	Percent Asked[c]	Number	Percent Total[b]	Percent Agreeing[d]	Number	Percent Total[b]	Percent Agreeing[d]	Percent Returning[e]
	01–05	7,339	39.0	39.0	3,848	52.4	3,491	47.6	1,591	21.7	45.6	1,900	25.9	54.4	650	8.8	34.2	1,250	17.0	65.8	22.8
	06–10	4,388	23.3	62.3	1,176	26.8	3,212	73.2	1,149	26.2	35.8	2,063	47.0	64.2	715	16.3	34.7	1,348	30.7	65.3	24.6
	11–15	2,230	11.8	74.1	390	17.5	1,840	82.5	617	27.7	33.5	1,223	54.8	66.5	395	17.7	32.3	828	37.1	67.7	15.1
	16–20	1,535	8.2	82.3	249	16.2	1,286	83.8	404	26.3	31.4	882	57.4	68.6	287	18.7	32.5	595	38.8	67.5	10.9
	21–25	652	3.5	85.8	92	14.1	560	85.9	179	27.4	32.0	381	58.4	68.0	122	18.7	32.0	259	39.7	68.0	4.7
	26–30	923	4.9	90.7	120	13.0	803	87.0	175	19.0	21.8	628	68.0	78.2	226	24.5	36.0	402	43.6	64.0	7.3
	31–35	169	.9	91.6	24	14.2	145	85.8	36	21.3	24.8	109	64.5	75.2	35	20.7	32.1	74	43.8	67.9	1.4
	36–40	197	1.0	92.6	25	12.7	172	87.3	46	23.4	26.7	126	64.0	73.2	33	16.8	26.2	93	47.2	73.8	1.7
	41–45	345	1.8	94.4	42	12.2	303	87.8	84	24.3	27.7	219	63.5	72.3	70	20.3	32.0	149	43.2	68.0	2.7
	46–50	94	.5	94.9	9	9.6	85	90.4	12	12.8	14.1	73	77.6	85.9	21	22.3	28.8	52	55.3	71.2	1.0
	51–55	34	.2	95.1	10	29.4	24	70.6	8	23.5	33.3	16	47.0	67.7	3	8.8	18.8	13	38.2	81.2	.2
	56–60	5	(f)	95.1	1	(f)	4	(f)	2	(f)	(f)	2	(f)	(f)	1	(f)	(f)	1	(f)	(f)	(f)
1	01–15	297	1.6	96.7	53	17.8	244	82.2	59	19.9	24.2	185	62.3	75.8	59	19.9	31.9	126	42.4	68.1	2.3
1	16–30	134	.7	97.4	18	13.4	116	86.6	28	20.9	24.1	88	65.7	75.9	23	17.2	26.1	65	48.5	73.9	1.2
1	31–45	110	.6	98.0	20	18.2	90	81.8	16	14.5	17.8	74	67.3	82.2	20	18.2	27.0	54	49.1	73.0	1.0
1	46–60	54	.3	98.3	4	7.4	50	92.6	10	18.5	20.0	40	74.1	80.0	14	25.9	35.0	26	48.1	65.0	.5
2 Plus		268	1.4	99.7	53	19.8	215	80.2	37	13.8	17.2	178	66.4	82.8	56	20.9	31.5	122	45.5	68.5	2.2
No Response		43	.2	99.9	20	(f)	23	(f)	7	(f)	(f)	16	(f)	(f)	1	(f)	(f)	15	(f)	(f)	.3
TOTAL: Centers 1–12		18,817	100.0	100.0	6,154	32.7	12,663	67.3	4,460	23.7	35.2	8,203	43.6	64.8	2,731	14.5	33.3	5,472	29.1	66.7	100.0

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

[a] Percent based on "Total: Centers 1-12 " (first column).

[b] Percent based on row total in the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total: Centers 1-12" of the "IRUS Returned" column.

[f] Less than .1%.

Table 27: Comparison of Those Asked and Not Asked to Complete an IRUS by Number of Days Required for Center to Help

Days to Help	Total			Not Asked		Asked		Refused IRUS			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
	Number	Percent Total[a]	Cumulative Percent	Number	Percent Total[b]	Number	Percent Total[b]	Number	Percent Total[b]	Percent Asked[c]	Number	Percent Total[b]	Percent Asked[c]	Number	Percent Total[b]	Percent Agreeing[d]	Number	Percent Total[b]	Percent Agreeing[d]	Percent Returning[e]
1	16,865	89.6	89.6	5,787	34.3	11,078	65.7	4,016	23.8	36.2	7,062	41.9	63.7	2,354	14.0	33.3	4,708	27.9	66.7	86.0
2	1,052	5.6	95.2	164	15.6	888	84.4	220	20.9	24.8	668	63.5	75.2	222	21.1	33.2	446	42.4	66.8	8.1
3	287	1.5	96.7	63	22.0	224	78.0	69	24.0	30.8	155	54.0	69.2	45	15.7	29.0	110	38.3	71.0	2.0
4	162	.9	97.6	31	19.1	131	80.9	37	22.8	28.2	94	58.0	71.8	34	21.0	36.2	60	37.0	63.8	1.1
5	114	.6	98.2	21	18.4	93	81.6	28	24.6	30.1	65	57.0	69.9	23	20.2	35.4	42	36.8	64.6	.8
6	72	.4	98.6	15	20.8	57	79.2	25	34.7	43.8	32	44.4	56.1	9	12.5	28.1	23	31.9	71.9	.4
7	49	.3	98.9	13	26.5	36	73.5	13	26.5	36.1	23	46.9	63.9	8	16.3	34.8	15	30.6	65.2	.3
8–15	149	.8	99.7	38	25.5	111	74.5	33	22.1	29.7	78	52.3	70.3	25	16.8	32.0	53	35.6	67.9	1.0
16–30	55	.3	100.0	17	30.9	38	69.1	14	25.4	36.8	24	43.6	63.2	11	20.0	45.8	13	23.6	54.2	.2
30 Plus	10	(f)	100.0	5	(f)	5	(f)	1	(f)	(f)	4	(f)	(f)	1	(f)	(f)	3	(f)	(f)	(f)
No Response	12	(f)	100.0	5	(f)	7	(f)	2	(f)	(f)	5	(f)	(f)	1	(f)	(f)	4	(f)	(f)	(f)
TOTAL: Centers 1–12	18,827	100.0	100.0	6,159	32.7	12,668	67.3	4,458	23.7	35.2	8,210	43.6	64.8	2,733	14.5	33.3	5,477	29.1	66.7	100.0

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

[a] Percent based on "Total: Centers 1-12" (first column).

[b] Percent based on row total in the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total: Centers 1-12" of the "IRUS Returned" column.

[f] Less than .1%.

Table 28: Comparison of Those Asked and Not Asked to Complete an IRUS by Number of Contacts Required to Help Caller

Number of Contacts With Caller	Total			Not Asked		Asked		Refused			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
	Number	Percent Total[a]	Cumulative Percent	Number	Percent Total[b]	Number	Percent Total[b]	Number	Percent Total[b]	Percent Asked[c]	Number	Percent Total[b]	Percent Asked[c]	Number	Percent Total[b]	Percent Agreeing[d]	Number	Percent Total[b]	Percent Agreeing[d]	Percent Returned[e]
1	11,256	60.0	60.0	4,780	42.5	6,476	57.5	2,923	26.0	45.1	3,553	31.6	54.9	1,292	11.5	36.4	2,261	20.1	63.6	41.3
2	2,006	10.7	70.7	385	19.2	1,620	80.8	469	23.4	29.0	1,151	57.4	71.0	400	20.0	34.8	751	37.5	65.2	13.7
3	3,127	16.7	87.4	535	17.1	2,592	82.9	615	19.7	23.7	1,977	63.2	76.3	577	18.4	29.2	1,400	44.8	70.8	25.6
4	1,183	6.3	93.7	196	16.6	987	83.4	233	19.7	23.6	754	63.7	76.4	237	20.0	31.4	517	43.7	68.6	9.4
5	556	3.0	96.7	80	14.4	475	85.6	111	20.0	23.4	364	65.6	76.6	113	20.4	31.0	251	45.2	69.0	4.6
6 or More	623	3.3	100.0	122	19.6	501	80.4	92	14.8	18.4	409	65.6	81.6	114	18.3	27.9	295	47.4	72.1	5.4
TOTAL: Centers 1–12	18,749	100.0	100.0	6,098	32.5	12,651	67.5	4,443	23.7	35.1	8,208	43.8	64.9	2,733	14.6	33.3	5,475	29.2	66.7	100.0

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

[a] Percent based on "Total: Centers 1-12 " (first column).

[b] Percent based on row total in the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total: Centers 1-12" of the "IRUS Returned" column.

Table 29: Comparison of Those Asked and Not Asked to Complete an IRUS by Nature of Additional Contacts Required to Provide Service

Additional Contacts	Total			Not Asked		Asked		Refused			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
	Number	Percent Total[a]	Cumulative Percent	Number	Percent Total[b]	Number	Percent Total[b]	Number	Percent Total[b]	Percent Asked[c]	Number	Percent Total[b]	Percent Asked[c]	Number	Percent Total[b]	Percent Agreeing[d]	Number	Percent Total[b]	Percent Agreeing[d]	Percent Returned[e]
21 Center contacted facility for info	7,966	43.76	43.76	1,414	17.75	6,552	82.25	1,395	17.51	21.29	5,157	64.74	78.71	1,532	19.23	29.71	3,625	45.50	70.29	44.19
51 Center contacted caller to give info	6,764	37.15	80.91	1,112	16.44	5,652	83.56	1,246	18.42	22.04	4,406	65.14	77.95	1,322	19.54	30.00	3,084	45.59	70.00	37.60
40 Center contacted consult. for info	738	4.05	84.96	107	14.50	631	85.50	179	24.25	28.37	452	61.25	71.63	113	15.31	25.00	339	45.93	75.00	4.13
80 Other reasons for contact	452	2.48	87.44	85	18.80	367	81.19	84	18.58	22.89	283	62.61	77.11	81	17.92	28.62	202	44.69	71.38	2.46
61 Caller contacted cntr. to check progress	433	2.38	89.82	80	18.48	353	81.52	127	29.33	35.98	226	52.19	64.02	79	18.24	34.96	147	33.95	65.04	1.79
50 Center contacted caller for further info	311	1.71	91.53	50	16.08	261	83.92	47	15.11	18.01	214	68.81	81.99	67	21.54	31.31	[illegible]	47.27	68.69	1.79
30 Cntr. arranged contact by another facility	297	1.63	93.16	67	22.56	230	77.44	65	21.88	28.26	165	55.56	71.74	45	15.15	27.27	120	40.40	72.72	1.46
70 Center contacted state office	204	1.12	94.28	14	6.86	190	93.14	45	22.06	23.68	145	71.08	76.32	34	16.67	23.45	111	54.41	76.55	1.36
41 Cntr. contacted consult. for advice	182	1.00	95.28	35	19.23	147	80.77	56	30.77	38.10	91	50.00	61.90	25	13.74	27.47	66	36.26	72.53	.80
60 Caller contacted cntr. to give more info.	168	.92	96.20	33	19.64	135	80.36	41	24.40	30.37	94	55.95	69.63	32	19.05	34.04	62	36.90	65.96	.76
62 Caller contacted cntr. for other reason	151	.83	97.03	45	29.80	106	70.20	35	23.18	33.00	71	47.02	66.98	20	13.24	28.17	51	33.77	71.83	.62
10 Answering service call back	134	.74	97.77	55	41.04	79	58.96	37	27.61	46.84	42	31.34	53.16	14	10.45	33.3	28	20.90	[illegible]	.34
20 Cntr. contacted facility to arrange refer. appmt.	116	.64	98.41	10	8.62	106	91.38	9	7.76	8.49	97	83.62	91.51	15	12.93	15.46	82	70.69	84.54	1.00
22 Cntr. contacted facility for other reason	116	.64	[illegible]	22	18.97	94	81.03	14	12.07	14.89	80	68.96	85.11	18	15.52	22.50	62	53.45	77.50	.76
53 Center contacted caller for other reason	105	.58	99.63	27	25.71	78	74.28	8	7.62	10.26	70	66.67	89.74	24	22.86	34.28	46	43.81	65.71	.56
42 Center contacted consult. for other	40	.22	99.85	4	10.00	36	90.00	8	20.00	22.22	28	70.00	77.78	12	30.00	42.86	16	40.00	57.14	.20
52 Cntr. contacted caller to confirm refr. aptm.	28	.15	100.00	3	10.71	25	89.28	4	14.28	16.00	21	75.00	84.00	6	21.43	28.57	15	53.57	71.43	.18
TOTAL: Centers 1–12	18,205	100.00	100.00	3,163	17.37	15,042	82.63	3,400	18.68	22.60	11,642	63.95	77.40	3,439	18.89	29.54	8,203	45.06	70.46	100.00

NOTE Data in this table are based on the total number of additional contacts made, not on individual callers. Calls which involved several additional contacts are counted more than once. Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

[a] Percent based on "Total: Centers 1-12" (first column).

[b] Percent based on row total in the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total: Centers 1-12" of the "IRUS Returned" column.

Table 30: Comparison of Those Asked and Not Asked to Complete an IRUS by Worker's Estimate of Most Important Role

	Total			Not Asked		Asked		Refused			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
Most Important Role	Number	Percent Total(a)	Cumulative Percent	Number	Percent Total(b)	Number	Percent Total(b)	Number	Percent Total(b)	Percent Asked(c)	Number	Percent Total(b)	Percent Asked(c)	Number	Percent Total(b)	Percent Agreeing(d)	Number	Percent Total(b)	Percent Agreeing(d)	Percent Returned(e)
Give info only about facilities & services	11,946	63.4	63.4	3,668	30.7	8,278	69.3	2,526	21.1	30.5	5,752	48.2	69.5	2,012	16.8	35.0	3,740	31.3	65.0	68.3
Give info about a factual issue other then facility service	5,382	28.5	91.9	1,990	37.1	3,372	62.9	1,539	28.7	45.6	1,833	34.2	54.4	515	9.6	28.1	1,318	24.6	71.9	24.1
Arrange for contact by another facility or person	424	2.2	94.1	99	23.3	325	76.6	108	25.5	33.2	217	51.2	66.8	66	15.6	30.4	151	35.6	69.6	2.8
Act as mediator between caller & another facility	330	1.8	95.9	61	18.5	269	81.5	52	15.8	19.3	217	65.8	80.7	68	20.6	31.3	149	45.2	68.7	2.7
Verify what the caller already knew	180	1.0	96.9	89	49.4	91	50.6	62	34.4	68.1	29	16.1	31.9	12	6.7	41.4	17	9.4	58.6	.3
Help caller clarify problem	168	.9	97.8	68	40.5	100	59.5	54	32.1	54.0	46	27.4	46.0	20	11.9	43.5	26	15.5	56.5	.5
Encourage a caller who was reluctant about seeking service	149	.8	98.6	53	35.6	96	64.4	45	30.2	46.9	51	34.2	53.1	20	13.4	39.2	31	20.8	60.8	.6
Give reassurance to caller	128	.7	99.3	57	44.5	71	55.5	48	37.5	67.6	23	18.0	32.4	5	3.9	21.7	18	14.1	78.3	.3
Call inappropriate for I&R service	67	.4	99.7	51	76.1	16	23.9	15	22.4	93.8	1	(f)	(f)	0	(f)	(f)	1	(f)	(f)	(f)
Make a formal referral	62	.3	100.0	16	25.8	46	74.2	8	12.9	17.4	38	61.3	82.6	14	22.6	36.8	24	38.7	63.2	.4
No Response	13	(f)	100.0	7	(f)	6	(f)	3	(f)	(f)	3	(f)	(f)	1	(f)	(f)	2	(f)	(f)	(f)
TOTAL: Centers 1–12	18,829	100.0	100.0	6,159	32.7	12,670	67.3	4,460	23.7	35.2	8,210	43.6	64.8	2,733	14.5	33.3	5,477	29.1	66.7	100.0

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

[a] Percent based on "Total: Centers 1-12" (first column).

[b] Percent based on row total in the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total:Centers 1-12" of the "IRUS Returned" column.

[f] Less than .1%.

Table 31: Comparison of Those Asked and Not Asked to Complete an IRUS Based on Whether or Not Appropriate Service Was Found for Caller

	Total		Not Asked		Asked		Refused			Agreed to IRUS			IRUS Not Returned			IRUS Returned			
Appropriate Service Found?	**Number**	**Percent Total[a]**	**Number**	**Percent Total[b]**	**Number**	**Percent Total[b]**	**Number**	**Percent Total[b]**	**Percent Asked[c]**	**Number**	**Percent Total[b]**	**Percent Asked[c]**	**Number**	**Percent Total[b]**	**Percent Agreeing[d]**	**Number**	**Percent Total[b]**	**Percent Agreeing[d]**	**Percent Returned[e]**
Yes, Fully	16,174	85.9	5,150	31.8	11,024	68.2	3,754	23.2	34.0	7,270	44.9	66.0	2,374	14.7	32.6	4,896	30.3	67.4	89.4
Yes, Partially	2,123	11.3	695	32.7	1,428	67.3	575	27.1	40.3	853	40.2	59.8	334	15.7	39.2	519	24.4	60.8	9.5
No	442	2.3	274	62.0	168	38.0	110	24.9	65.5	58	13.1	34.5	20	4.5	34.5	38	8.6	65.5	.7
No Response	90	.5	40	44.4	50	55.6	21	23.3	42.0	29	32.2	58.0	5	5.6	17.2	24	26.7	82.8	.4
TOTAL:																			
Centers 1–12	18,829	100.0	6,159	32.7	12,670	67.3	4,460	23.7	35.2	8,210	43.6	64.8	2,733	14.5	33.3	5,477	29.1	66.7	100.0

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974.

[a] Percent based on "Total: Centers 1-12" (first column).

[b] Percent based on row total in the first column.

[c] Percent based on row value in "Asked" column.

[d] Percent based on row value in "Agreed to IRUS" column.

[e] Percent based on "Total: Centers 1-12" of the "IRUS Returned" column.

CHAPTER 6: Location of the Centers

Table 32: Salient Characteristics of WIS Centers

Center	Sponsor	City of Location	Population Size of City of Location	Pertinent Information About Centers
01	SSA [a]	Madison	173,258	Located in the Social Security office on the outskirts of downtown area on a heavily trafficked highway.
02	Welfare	Beloit	35,729	Located in the county department of social services in the midst of the downtown shopping district.
03	Mental Health	Reedsburg	4,585	Located in community mental health center which was on the outskirts of town.
04	CAA [b]	Cashton	824	Located in a senior craft center where various articles made by senior citizens were sold. Prior to its conversion for use as a craft center, the building had been a meat-packing establishment.
05	CAA	Eau Claire	44,619	Located on the second floor of a parks and recreation building which housed a senior citizens center on the first floor. The building was located on the outskirts of the downtown area.
06	CAA	Ashland	9,615	Located in the main office of the community action agency, in a room at the far back, on the main street of the business district.
07	CAA	Oconto	4,667	Located in the main office of the community action agency, which used space in a new church building at the edge of the downtown area.
08	United Way	Green Bay	87,809	Located on the second floor of annex to the county court house in the downtown area, but a few blocks from the main business area.
09	Mayor's Committee for Senior Citizens	Manitowoc	33,430	Located on the main floor at the end of an older building which was being used as a senior citizens center. The building was at the edge of town about two blocks from a shopping center.
10	SSA	Fond du Lac	35,515	Located in a social security office in the downtown area of Fond du Lac.
11	SSA	Waukesha	231,365	Located in a social security office in the downtown area of Waukesha. Waukesha is part of the greater Milwaukee area.
12	SSA	Wisconsin Rapids	18,587	Located in a social security office in the downtown area, a block from the main business district.
13	Social Development Commission & United Community Services of Greater Milwaukee	Milwaukee	1,054,063	Four neighborhood branches of WIS were established in Milwaukee. One was in a relatively new senior citizens center in a middle class neighborhood. The remaining three were located in the offices of Project Involve sites. Project Involve was an established program providing a variety of services to the elderly. It was sponsored in part by the community action agency in Milwaukee. These three sites were located in less affluent neighborhoods. Calls were also received at the Social Development Commission, one of the sponsoring agencies, although the SDC telephone number was not publicized in connection with the WIS program. The SDC was located on the seventh floor of an office building in downtown Milwaukee. In the Spring of 1974, the I & R program of the United Community Services, the other sponsoring agency, requested to participate as another site in the urban network. This site was also located in downtown Milwaukee only a few blocks from the SDC, on the second floor of an office building.

[a] Social Security Administration

[b] Community Action Agency

Table 33: Proportion of Calls Coming from Different Counties Served by Centers 1–12

Center Number	Counties	Center Location (a)	Total Popul. in Catchment Area: Number	Total Popul. in Catchment Area: Percent (b)	Total CIFs Having County Coded: Number	Total CIFs Having County Coded: Percent	Total CIFs Having County Coded: Dif. Between Served & Liv. in County (c)	Total CIFs Having County and MCD Coded: Number	Total CIFs Having County and MCD Coded: Percent	Total CIFs Having County and MCD Coded: Dif. Between Served & Liv. in County (c)
01	Columbia		40,150	11.48	67	3.86	-7.62	67	4.01	-7.47
	Dane		290,272	83.00	1,640	94.58	11.58	1,577	94.37	11.37
		Madison (d)	173,258	49.54				1,365	81.69	32.15 (e)
	Iowa		19,306	5.52	27	1.56	-3.96	27	1.62	- 3.90
	SUBTOTAL		349,728		1,734			1,671		
02	Rock		131,970	100.00	1,655	100.00		1,554	100.00	
		Beloit(d)	35,729	27.07				1,081	69.56	42.49(e)
	SUBTOTAL		131,970	100.00	1,655	100.00		1,554	100.00	
03	Juneau		18,455	24.74	61	17.53	- 7.21	58	17.06	-7.68
	Richland		17,079	22.90	27	7.76	-15.14	25	7.35	-15.55
	Sauk		39,057	52.36	260	74.71	22.35	257	75.59	23.23
		Reedsburg (d)	4,585	6.15				118	34.70	28.53(e)
	SUBTOTAL		74,591	100.00	348	100.00		340	100.00	
04	Crawford		15,252	21.36	32	3.80	-17.56	32	3.83	-17.53
	Monroe		31,610	44.26	602	71.50	27.24	596	71.29	27.03
		Cashton(d, f)	824	1.15				187	22.37	21.22 (e)
	Vernon		24,557	34.38	208	24.70	-9.68	208	24.88	-9.50
	SUBTOTAL		71,419	100.00	842	100.00		836	100.00	
05	Buffalo		13,743	11.49	16	2.37	-9.12	16	2.40	-9.09
	Eau Claire		67,219	56.19	629	93.18	36.99	622	93.11	36.92
		Eau Claire(d)	44,619	37.30				268	40.12	2.82 (e)
	Jackson		15,325	12.81	9	1.33	-11.48	9	1.35	-11.46
	Trempealeau		23,344	19.51	21	3.11	-16.40	21	3.14	-16.37
	SUBTOTAL		119,631	100.00	675	100.00		668	100.00	
06	Ashland		16,743	17.78	457	35.70	17.92	456	35.65	17.87
		Ashland (d)	9,615	10.21				353	27.60	17.39 (e)
	Bayfield		11,683	12.41	340	26.56	14.15	340	26.58	14.17
	Douglas		44,657	47.44	292	22.81	-24.63	292	22.83	-24.61
	Iron		6,533	6.94	71	5.55	- 1.39	71	5.55	- 1.39
	Price		14,520	15.42	120	9.38	-6.04	120	9.38	-6.04
	SUBTOTAL		94,136	100.00	1,280	100.00		1,279	100.00	
07	Florence		3,298	4.56	27	4.99	.43	26	5.18	.62
	Forest		7,691	10.63	45	8.32	-2.31	44	8.76	-1.87
	Marinette		35,810	49.49	92	17.00	-32.49	90	17.93	-31.56
	Oconto		25,553	35.32	377	69.68	34.36	342	68.13	32.81
		Oconto(d)	4,667	6.45				186	37.05	30.60 (e)
	SUBTOTAL		72,352	100.00	541	100.00		502	100.00	
08	Brown		158,244	100.0	2,509	100.00		1,304	100.0	
		Green Bay(d)	87,809	55.49				933	71.55	16.06 (e)
	SUBTOTAL		158,244	100.00	2,509	100.00		1,304	100.00	
09	Manitowoc		82,294	100.00	2,252	100.00		1,914	100.0	
		Manitowoc(d)	33,430	40.62				1,159	60.55	19.93 (e)
	SUBTOTAL		82,294	100.00	2,252	100.00		1,914	100.00	
10	Dodge		69,004	44.93	283	22.48	-22.45	276	22.72	-22.21
	Fond du Lac		84,567	55.07	976	77.52	22.45	939	77.28	22.21
		Fond du Lac(d)	35,515	23.13				787	64.77	41.64 (e)
	SUBTOTAL		153,571	100.00	1,259	100.00		1,215	100.00	
11	Jefferson		60,060	20.61	314	22.67	2.06	314	22.92	2.31
	Waukesha		231,365	79.39	1,071	77.33	-2.06	1,056	77.08	-2.31
		Waukesha(d)	40,258	13.81				544	39.71	25.90(e)
	SUBTOTAL		291,425	100.00	1,385	100.00		1,370	100.00	
12	Adams		9,234	7.56	91	10.01	2.45	90	9.96	2.40
	Portage		47,541	38.92	197	21.67	-17.25	197	21.79	-17.13
	Wood		65,362	53.52	621	68.32	14.80	617	68.25	14.73
		Wisconsin Rapids (d)	18,587	15.22				290	32.08	16.86 (e)
	SUBTOTAL		122,137	100.00	909	100.00		904	100.00	

NOTE: Based on data gathered from private individuals calling for themselves between April 1, 1973 and September 30, 1974

a Data for entries in this column are based on "Place" (see U.S. Bureau of the Census, 1972, p.IV).

b Percent for each county is based on the SUBTOTAL value for each center.

c If the use of the center were in direct relationship to the population in the catchment area, the percent difference would be zero. If the percent difference is a positive number, the center served more people from the area than would be expected, based on the resident population. A negative number indicates that proportionately fewer people were served than would be expected, based on the resident population.

d Data in this row are included in column SUBTOTAL.

e Percent difference between those served and those living in this place or MCD.

f Data for this row are based on "MCD"

Table 34: Proportion of Calls Coming from the City of Milwaukee and Suburban Areas in Milwaukee County

Minor Civil Divisions	Total Residents		CIFs With MCD Coded[a]			CIFs With Tract Coded: Total[a]			Washington Park			Northwest Involve			Eastside Involve			Southside Involve		
	Number	(C.2) Percent	Number	(C.4) Percent	% Difference (C.4 – C.2)[b]	Number	(C.7) Percent	% Difference (C.7 – C.2)[b]	Number	(C.10) Percent	% Difference (C.10 – C.2)[b]	Number	(C.13) Percent	% Difference (C.13 – C.2)[b]	Number	(C.16) Percent	% Difference (C.16 – C.2)[b]	Number	(C.19) Percent	% Difference (C.19 – C.2)[b]
Bayside[c]	4,338	.41	5	.07	–.34	6[d]	.10	–.31	3	.13	–.28	0	0	–.41	2	.21	–.20	0	0	–.41
Brown Deer	12,622	1.20	18	.27	–.93	15	.24	–.96	12	.53	–.67	0	0	–1.20	1	.10	–1.10	2	.10	–1.10
Cudahy	22,078	2.09	45	.67	–1.42	44	.70	–1.39	12	.53	–1.56	0	0	–2.09	0	0	–2.09	32	1.54	–.56
Fox Point	7,937	.75	10	.15	–.60	8[e]	.13	–.62	5	.22	–.53	1	.12	–.63	0	0	–.75	0	0	–.75
Franklin	12,247	1.16	1[illegible]	.18	–.98	12	.19	–.97	6	.26	–.90	1	.12	–1.04	0	0	–1.16	5	.24	–.92
Glendale	13,436	1.27	24	.36	–.91	22	.35	–.92	15	.66	–.61	5	.59	–.68	2	.21	–1.06	0	0	–1.27
Greendale	15,089	1.43	12	.18	–1.25	10[d]	.16	–1.27	4	.17	–1.26	1	.12	–1.31	1	.10	–1.33	3	.14	–1.29
Greenfield	24,424	2.32	75	1.12	–1.20	59	.94	–1.38	26	1.14	–1.18	1	.12	–2.20	2	.21	–2.11	30	1.46	–.86
Hales Corners	7,771	.74	16	.24	–.50	12	.19	–.55	9	.40	–.34	0	0	–.74	1	.10	–.64	2	.10	–.64
Milwaukee[c]	717,099	68.03	5,629	83.85	15.82	5,243[f]	83.34	15.31	1,801	79.10	11.07	[illegible]11	96.43	28.40	925	95.56	27.53	1,599	77.17	9.14
Oak Creek	13,901	1.32	18	.27	–1.05	13[d]	.21	–1.11	10	.44	.88	0	0	–1.32	0	0	–1.32	2	.10	–1.22
River Hills	1,561	.15	5	.07	–.08	4	.06	–.09	3	.13	–.02	0	0	–.15	1	.10	–.05	0	0	–.15
St. Francis	10,489	1.00	22	.33	–.67	23[g]	.36	–.64	7	.31	–.69	0	0	–1.00	0	0	–1.00	15	.72	–.28
Shorewood	15,576	1.48	41	.61	–.87	47[h]	.75	–.73	23	1.01	–.47	2	.24	–1.24	20	2.07	.59	0	0	–1.48
South Milwaukee	23,297	2.21	24	.36	–1.85	21[h]	.33	–1.88	11	.48	–1.73	0	0	–2.21	0	0	–2.21	8	.39	–1.82
Wauwatosa	58,676	5.57	241	3.59	–1.98	241[i]	3.83	–1.74	203	8.92	3.35	9	1.07	–4.50	7	.72	–4.85	15	.72	–4.85
West Allis	71,723	6.80	469	6.97	.17	461[j]	7.33	.53	106	4.66	–2.14	6	.71	–6.09	3	.31	–6.49	339	16.36	9.56
West Milwaukee	4,405	.42	22	.33	–.09	27	.43	.01	8	.35	–.07	1	.12	–.30	0	0	–.42	18	.87	.45
Whitefish Bay	17,394	1.65	25	.37	–1.28	23[h]	.36	–1.29	13	.57	–1.08	3	.36	–1.29	3	.31	–1.34	2	.10	–1.56
Subtotal Coded	––	––	6,713	92.48	––	6,291[k]	86.68	––	2,277	87.41	––	841	95.36	––	968	96.03	––	2,072	91.52	––
Subtotal Uncoded	––	––	547	7.53	––	967[l]	13.32	––	328	12.59	––	41	4.65	––	40	3.97	––	192	8.48	––
TOTAL	1,054,093	100.00	7,260	100.00	––	7,258[m]	100.00	––	2,605	100.00	––	882	100.00	––	1,008	100.00	––	2,264	100.00	––

NOTE: Data are for private individuals calling Center 13 for themselves between December 1, 1973, and September 30, 1974.

[a] Data for the central office (Social Development Commission [SDC]) and the office at the United Community Services (UCS) are not shown in this table. However, data from these two sites are included in the totals in this column.

[b] "% Difference" values are obtained by subtracting the appropriate values in column 2 (C.2) from the column immediately to the left.

[c] Additional MCDs in adjacent counties make up this place.

[d] Includes one caller from UCS.

[e] Includes two callers from UCS.

[f] Includes 40 (80%) callers from UCS (80% of UCS callers having tract coded) and 67 (80.72%) callers from SDC (80.72% of SDC callers having tract coded).

[g] Includes one caller from SDC.

[h] Includes two callers from SDC.

[i] Includes one caller from UCS and six callers from SDC.

[j] Includes four callers from UCS and three callers from SDC.

[k] Includes 50 callers from UCS (14.04% of CIFs had tract coded) and 83 callers from SDC (58.04% had tract coded).

[l] Includes 306 callers from UCS (85.96% of CIFs did not have tract coded) and 60 callers from SDC (41.96% did not have tract coded).

[m] Includes 356 callers from UCS and 143 callers from SDC (total of coded plus uncoded CIFs).

Table 35: Proportion of Calls Coming from Different Neighborhoods in the City of Milwaukee

	Total Residents		CIFs With MCD Coded			UCS	SDC	Washington Park			Northwest Involve			Eastside Involve			Southside Involve		
Neighborhoods	Number	(C.2) Percent	Number	(C.4) Percent	% Difference (C.4 − C.2)[a]	Number[(b)]	Number[(b)]	Number	(C.9) Percent	% Difference (C.9 − C.2)[a]	Number	(C.12) Percent	% Difference (C.12 − C.2)[a]	Number	(C.15) Percent	% Difference (C.15 − C.2)[a]	Number	(C.18) Percent	% Difference (C.18 − C.2)[a]
Grenville	36,634	5.39	67	1.28	−4.11	1	4	47	2.61	−2.78	8	.99	−4.40	2	.22	−5.17	5	.31	−5.08
Silver Spring	47,160	6.58	187	3.57	−3.01	1	4	91	5.05	−1.53	81	9.99	3.41	6	.65	−5.93	4	.25	−6.33
Lincoln Creek	35,934	5.01	138	2.63	−2.38	2	2	69	3.83	−1.18	52	6.41	1.40	11	1.19	−3.82	2	.12	−4.89
North Milwaukee	44,736	6.24	244	4.65	−1.59	3	2	179	9.94	3.70	46	5.67	−.57	9	.97	−5.27	5	.31	−5.93
Wauwatosa Avenue	39,986	5.58	178	3.40	−2.18	1	1	160	8.88	3.30	10	1.23	−4.35	3	.32	−5.26	3	.19	−5.39
Sherman Park	50,140	6.99	443	8.45	1.46	3	6	326	18.10	11.11	62	7.64	.65	20	2.16	−4.83	26	1.63	−5.36
Washington Park[(c)]	*3,708*	*.52*	*51*	*.97*	*.45*	0	*1*	*35*	*1.94*	*1.42*	*8*	*.99*	*.47*	*1*	*.11*	*−.41*	*6*	*.38*	*−.14*
Midtown	48,155	6.72	229	4.36	−2.36	3	6	117	6.50	−.22	86	10.60	3.88	7	.76	−5.96	10	.62	−6.10
Garfield	41,103	5.73	241	4.60	−1.13	2	4	28	1.55	−4.18	130	16.03	10.30	73	7.89	2.16	4	.25	−5.48
Northwest[(c)]	*2,863*	*.40*	*23*	*.44*	*.04*	*1*	*1*	*3*	*.17*	*−.23*	*17*	*2.10*	*1.70*	0	0	*−.40*	*1*	*.06*	*−.34*
Riverside West	19,074	2.66	204	3.89	1.23	1	0	36	2.00	−.66	13	1.60	−1.06	148	16.00	13.34	6	.38	−2.28
Lakeside	26,057	3.63	177	3.38	−.25	0	9	52	2.89	−.74	1	.12	−3.51	113	12.22	8.59	2	.12	−3.51
Juneau Town	17,503	2.44	539	10.28	7.84	3	5	60	3.33	.89	1	.12	−2.32	452	48.86	46.42	18	1.12	−1.32
Eastside[(c)]	*2,977*	*.42*	*66*	*1.26*	*.84*	0	0	*6*	*.33*	*−.09*	0	0	*−.42*	*57*	*6.16*	*5.74*	*3*	*.19*	*−.23*
UCS[(c)]	*1,583*	*.22*	*22*	*.42*	*.20*	*1*	*2*	*12*	*.67*	*.45*	0	0	*−.22*	*5*	*.54*	*.32*	*2*	*.12*	*−.10*
Halyard Park	26,397	3.68	221	4.22	.54	3	3	29	1.61	−2.07	149	18.37	14.69	19	2.05	−1.63	18	1.12	−2.56
Johnson's Wood	22,480	3.13	109	2.08	−1.05	0	1	92	5.11	1.98	2	.25	−2.88	3	.32	−2.81	11	.69	−2.44
Grand Avenue	33,992	4.74	420	8.01	3.27	6	5	190	10.55	5.81	136	16.77	12.03	38	4.11	−.63	45	2.81	−1.93
SDC Downtown[(c)]	*722*	*.10*	*29*	*.55*	*.45*	*1*	0	*10*	*.56*	*.46*	0	0	*−.10*	*12*	*1.30*	*1.20*	*6*	*.38*	*.28*
The Valley	1,632	.23	25	.48	.25	0	1	3	.17	−.06	0	0	−.23	4	.43	.20	17	1.06	.83
Muskego Avenue	32,894	4.59	375	7.15	2.56	1	1	47	2.61	−1.98	9	1.11	−3.48	3	.32	−4.27	314	19.64	15.05
Walker's Point	22,635	3.16	364	6.94	3.78	3	2	30	1.66	−1.50	2	.25	−2.91	3	.32	−2.84	324	20.26	17.10
Southside[(c)]	*3,052*	*.42*	*67*	*1.28*	*.86*	*2*	0	*2*	*.11*	*−.31*	*1*	*.12*	*−.30*	0	0	*−.42*	*62*	*3.88*	*3.46*
Layton Park	21,048	2.94	152	2.90	−.04	2	3	41	2.28	−.66	5	.62	−2.32	1	.11	−2.83	100	6.25	3.31
Kosciuszko	19,944	2.78	283	5.40	2.62	2	0	26	1.44	−1.34	3	.37	−2.41	1	.11	−2.67	251	15.70	12.92
Bay View	25,944	3.62	170	3.24	−.38	1	2	46	2.55	−1.07	1	.12	−3.50	1	.11	−3.51	119	7.44	3.82
Tippecanoe	18,118	2.53	162	3.09	.56	0	0	31	1.72	−.81	6	.74	−1.79	3	.32	−2.21	122	7.63	5.10
Jackson Park	49,263	6.87	175	3.34	−3.53	2	3	64	3.55	−3.32	6	.74	−6.13	2	.22	−6.65	98	6.13	−.74
Lake	34,270	4.79	140	2.67	−2.12	0	3	37	2.05	−2.74	2	.25	−4.54	3	.32	−4.47	95	5.94	1.15
TOTAL	717,099	100.00	5,243	100.00		40	67	1,801	100.00		811	100.00		925	100.00		1,599	100.00	

NOTE: Data are for private individuals calling Center 13 for themselves between December 1, 1973, and September 30, 1974, who resided in MCD 060 (Milwaukee).

[a] "% Difference" values are obtained by subtracting the appropriate values in column 2 (C.2) from the corresponding value in the percent column to the left of the "% Difference" column.

[b] Percents were not caluculated for the UCS and SDC sites because of small sample sizes.

[c] Data in these rows are not included in the column TOTAL.

Table 36: Comparison Between CIF's and I & R User Surveys Having County Geocode Information and Those Not Having County Geocode Information

	Total Residents		Total CIFs		Total IRUSs		CIFs Within Catchment Area			IRUSs Within Catchment Area			CIFs With Co. Coded		IRUSs With Co. Coded		Total CIFs	CIFs Catch Area	CIFs Co. Coded
Center	**Number**	**(C.2) Percent (a)**	**Number**	**(C.4) Percent(a)**	**Number**	**Percent(a)**	**Number**	**(C.8) Percent(a)**	**Percent(b)**	**Number**	**Percent(a)**	**Percent(b)**	**Number(c)**	**(C.14) Percent(a)**	**Number(c)**	**Percent(a)**	**Percent Dif.(d) (C.4 – C.2)**	**Percent Dif.(d) (C.8 – C.2)**	**Percent Dif.(d) (C.14 – C.2)**
Madison (01)	349,728	20.32	2,082	10.99	813	14.55	1,930	10.85	92.70	746	14.48	91.76	1,601	12.04	634	14.94	–9.33	–9.47	–8.28
Beloit (02)	131,970	7.66	1,960	10.35	290	5.19	1,885	10.60	96.17	278	5.40	95.86	1,283	9.65	159	3.75	2.69	2.94	1.99
Reedsburg (03)	74,591	4.33	372	1.96	112	2.00	350	1.97	94.09	111	2.15	99.11	311	2.34	87	2.05	–2.37	–2.36	–1.99
Cashton (04)	71,419	4.15	915	4.83	288	5.15	868	4.88	94.86	270	5.24	93.75	727	5.47	217	5.11	.68	.73	1.32
Eau Claire (05)	119,631	6.95	1,204	6.36	426	7.62	996	5.60	82.72	333	6.46	78.17	567	5.47	271	6.38	.59	–1.35	–2.76
Ashland (06)	94,136	5.47	1,479	7.81	682	12.20	1,378	7.75	93.17	633	12.29	92.82	1,095	8.24	531	12.51	2.34	2.28	2.77
Oconto (07)	72,352	4.20	736	3.88	193	3.45	703	3.95	95.52	181	3.51	93.78	493	3.71	156	3.68	–.32	–.25	–.49
Green Bay (08)	158,244	9.19	3,365	17.76	613	10.97	3,235	18.19	96.14	562	10.91	91.68	1,982	14.91	494	11.64	8.57	9.00	5.72
Manitowoc (09)	82,294	4.78	2,637	13.92	747	13.36	2,577	14.49	97.72	720	13.98	96.38	2,049	15.42	608	14.33	9.14	9.71	10.64
Fond du Lac (10)	153,571	8.92	1,399	7.38	455	8.14	1,361	7.65	97.28	436	8.46	95.82	1,158	8.71	387	9.12	–1.54	–1.27	–.21
Waukesha (11)	291,425	16.93	1,647	8.69	535	9.57	1,477	8.31	89.68	488	9.47	91.21	1,223	9.20	374	8.81	–8.24	–8.62	–7.73
Wisconsin Rapids (12)	122,137	7.09	1,146	6.05	435	7.78	1,020	5.74	89.00	393	7.63	90.34	812	6.11	326	7.68	–1.04	–1.35	–.98
Milwaukee (13)	1,054,063	37.98(e)	7,780	29.11(e)	912	14.03(e)	7,580	29.89(e)	97.43	753	12.75(e)	82.56	7,260	35.33(e)	752	15.05(e)	–8.87(e)	–8.09(e)	–2.65(e)
Subtotal: (Centers 1-12)	1,721,498	62.02(e)	18,942	70.89(e)	5,589	85.97(e)	17,780	70.11(e)	93.87	5,151	87.25(e)	92.16	13,291	64.67(e)	4,244	84.95(e)	8.87(e)	8.09(e)	2.65(e)
TOTAL: (Centers 1-13)	2,775,561	100.00	26,722	100.00	6,501	100.00	25,360	100.00	94.90	5,904	100.00	90.82	20,511	100.00	4,996	100.00			

NOTE: Data are for private individuals calling for themselves between April 1, 1973, and September 30, 1974. Data are not adjusted for date of center's initiation of service (see Table 1).

[a] Percentages are based on the Subtotal for Centers 1-12.

[b] The difference between this percent and 100.00 indicates the proportion of calls (CIFs) or IRUSs received from outside of the center's catchment area (geographic area of service). Forms on which no geocode is entered are assumed to have come from within the catchment area.

[c] For the time period October 1, 1973, through September 30, 1974 (time during which program variations of outreach, escort, transportation, and follow-through were in effect).

[d] If the use of the center were in direct relationship to the population in the catchment area the difference would be zero. If the difference is a positive number, the center served more people from the area than would be expected, based on the resident population. A negative number indicates that fewer people were served than would be expected, based on the resident population.

[e] Percents are based on the "TOTAL (Centers 1-13)". Note that Center 13, Milwaukee, did not begin service until at least 6 months after most of the other twelve centers; thus, the proportion of persons served is artificially low.

Table 37: Comparison Between Callers and the General Population with Regard to Age

Center		No Response	1–24	25–34	35–44	45–54	55–59	60–61	62–64	65–74	75 Plus	Total
Madison (01) :												
User	*Number*	34	284	216	61	59	18	9	17	34	14	746
	Percent[a]	4.56	39.89	30.34	8.57	8.29	2.53	1.26	2.39	4.78	1.97	100.0
Population	*Number*[b]	0	178,703	47,584	35,398	32,820	13,582	4,898	6,756	17,584	12,403	349,728
	Percent	.0	51.10	13.61	10.12	9.38	3.88	1.40	1.93	5.08	3.55	100.0
Difference Between Percents[c]		4.56	−11.21	16.73	−1.55	−1.09	−1.35	−.14	,46	−.25	−1.58	.0
Beloit (02) :												
User	*Number*	9	76	84	40	27	11	1	6	18	6	278
	Percent	3.24	28.25	31.23	14.87	10.04	4.09	.37	2.23	6.69	2.23	100.0
Population	*Number*	0	64,043	16,604	14,755	13,139	5,850	2,168	2,920	7,386	5,105	131,970
	Percent	.0	48.53	12.58	11.18	9.96	4.43	1.64	2.21	5.60	3.87	100.0
Difference Between Percents		3.24	−20.28	18.65	3.69	.08	−.34	−1.27	.02	1.09	−1.64	.0
Reedsburg (03) :												
User	*Number*	3	30	24	13	12	6	5	3	12	4	112
	Percent	2.68	27.52	22.02	11.93	11.01	5.50	4.59	2.75	11.01	3.67	100.0
Population	*Number*	0	33,210	7,502	7,594	8,394	3,997	1,573	2,091	5,967	4,263	74,591
	Percent	.0	44.52	10.06	10.18	11.25	5.36	2.11	2.80	8.00	5.72	100.0
Difference Between Percents		2.68	−17.00	11.96	1.75	− .24	.14	2.48	−.05	3.01	− 2.05	.0
Cashton (04) :												
User	*Number*	20	38	56	32	43	13	9	14	31	14	270
	Percent	7.41	15.20	22.40	12.80	17.20	5.20	3.60	5.60	12.40	5.60	100.0
Population	*Number*	0	31,032	6,718	7,284	8,654	3,879	1,417	2,108	6,056	4,271	71,419
	Percent	.0	43.45	9.41	10.20	12.12	5.43	1.98	2.95	8.48	5.98	100.0
Difference Between Percents		7.41	−28.25	12.99	2.60	5.08	− .23	1.62	2.65	3.92	− .38	.0
Eau Claire (05) :												
User	*Number*	10	105	81	43	33	10	11	9	22	10	334
	Percent	2.99	32.41	25.00	13.27	10.19	3.09	3.40	2.78	6.79	3.09	100.0
Population	*Number*	0	56,319	11,962	11,595	13,133	6,161	2,238	3,191	8,795	6,237	119,631
	Percent	.0	47.08	10.00	9.69	10.98	5.15	1.87	2.67	7.35	5.21	100.0
Difference Between Percents		2.99	−14.67	15.00	3.58	− .79	−2.06	1.53	.11	−.56	− 2.12	.0
Ashland (06) :												
User	*Number*	8	129	158	78	75	66	14	34	55	19	636
	Percent	1.26	20.54	25.16	12.42	11.94	10.51	2.23	5.41	8.76	3.03	100.0
Population	*Number*	0	40,940	8,668	8,738	10,855	5,946	2,281	3,105	8,049	5,554	94,136
	Percent	.0	43.49	9.21	9.28	11.53	6.32	2.42	3.30	8.55	5.90	100.0
Difference Between Percents		1.26	−22.95	15.95	3.14	.41	4.19	−.19	2.11	.21	−2.87	.0
Oconto (07) :												
User	*Number*	9	24	43	29	31	7	8	9	20	3	183
	Percent	4.92	13.79	24.71	16.67	17.82	4.02	4.60	5.17	11.49	1.72	100.0
Population	*Number*	0	31,718	6,748	6,808	8,188	4,513	1,667	2,361	6,292	4,057	72,352
	Percent	.0	43.84	9.33	9.41	11.32	6.24	2.30	3.26	8.70	5.61	100.0
Difference Between Percents		4.92	−30.05	15.38	7.26	6.50	−2.22	2.30	1.91	2.79	− 3.89	.0

Table 37: Continued

Center		No Response	1–24	25–34	35–44	45–54	55–59	60–61	62–64	65–74	75 Plus	Total
Green Bay (08) :												
User	*Number*	21	193	164	69	49	18	2	11	27	8	562
	Percent	3.74	35.67	30.31	12.75	9.06	3.33	.37	2.03	4.99	1.48	100.0
Population	*Number*	0	82,312	19,285	16,394	15,042	6,649	2,341	3,174	7,897	5,050	158,244
	Percent	.0	52.02	12.25	10.36	9.51	4.20	1.48	2.01	4.99	3.19	100.0
Difference Between Percents		3.74	−16.35	18.06	2.39	− .45	− .87	− 1.11	.02	.0	−1.71	.0
Manitowoc (09) :												
User	*Number*	23	124	205	115	65	38	17	33	82	18	720
	Percent	3.19	17.79	29.41	16.50	9.33	5.45	2.44	4.73	11.76	2.58	100.0
Population	*Number*	0	38,512	8,709	8,559	9,027	4,244	1,532	2,186	5,776	3,749	82,294
	Percent	.0	46.80	10.58	10.40	10.97	5.16	1.86	2.66	7.02	4.56	100.0
Difference Between Percents		3.19	−29.01	18.83	6.10	−1.64	.29	.58	2.07	4.74	−1.98	.0
Fond du Lac (10) :												
User	*Number*	15	104	100	52	64	23	8	8	46	16	436
	Percent	3.44	24.70	23.75	12.35	15.20	5.46	1.90	1.90	10.93	3.80	100.0
Population	*Number*	0	71,701	17,137	16,315	16,704	7,437	2,727	3,832	10,301	7,417	153,571
	Percent	.0	46.69	11.16	10.62	10.88	4.84	1.78	2.50	6.71	4.83	100.0
Difference Between Percents		3.44	−21.99	12.59	1.73	4.32	.62	.12	−.60	4.22	−1.03	.0
Waukesha (11) :												
User	*Number*	16	84	126	76	61	20	14	16	61	14	488
	Percent	3.28	17.80	26.69	16.10	12.92	4.24	2.97	3.39	12.92	2.97	100.0
Population	*Number*	0	142,534	35,498	37,833	31,864	12,094	4,185	5,492	13,166	8,759	291,425
	Percent	.0	48.91	12.18	12.98	10.93	4.15	1.44	1.88	4.52	3.01	100.0
Difference Between Percents		3.28	−31.11	14.51	3.12	1.99	.09	1.53	1.51	8.40	−.04	.0
Wisconsin Rapids (12) :												
User	*Number*	12	101	107	32	52	19	5	15	42	8	393
	Percent	3.05	26.51	28.08	8.40	13.65	4.99	1.31	3.94	11.02	2.10	100.0
Population	*Number*	0	61,478	13,275	12,005	12,310	5,616	2,082	2,962	7,417	4,992	122,137
	Percent	.0	50.34	10.87	9.83	10.08	4.60	1.70	2.43	6.07	4.09	100.0
Difference Between Percents		3.05	−23.83	17.21	−1.43	3.57	.39	−.39	1.51	4.95	−1.99	.0
Milwaukee (13) :												
User	*Number*	53	16	17	9	29	52	39	63	322	153	753
	Percent	7.04	2.29	2.43	1.29	4.14	7.43	5.57	9.00	46.00	21.86	100.0
Population	*Number*	0	475,630	126,283	116,334	121,087	55,334	20,508	27,549	69,366	41,972	1,054,063
	Percent	.0	45.12	11.98	11.04	11.49	5.25	1.95	2.61	6.58	3.98	100.0
Difference Between Percents		7.04	−42.83	−9.55	−9.75	− 7.35	2.18	3.62	6.39	39.42	17.88	.0
Total Centers 1–12 :												
User	*Number*	180	1,292	1,364	640	571	249	103	175	450	134	5,158
	Percent	3.49	25.95	27.40	12.86	11.47	5.00	2.07	3.52	9.04	2.69	100.0
Population	*Number*	0	832,502	199,790	183,278	180,130	79,968	29,109	40,178	104,686	71,857	1,721,498
	Percent	.0	48.36	11.61	10.65	10.46	4.65	1.69	2.33	6.08	4.17	100.0
Difference Between Percents		3.49	−22.41	15.79	2.21	1.01	.35	.38	1.19	2.96	− 1.48	.0

NOTE: Data for "User" rows are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

[a] Denominator for "No Response" column equals Value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[b] Based on a 100% sample

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 38: Comparison Between Callers and the General Population with Regard to Sex

Center		No Response	Male	Female	Total
Madison (01)					
User	*N*	31	260	455	746
	%(a)	4.16	36.36	63.64	100.0
Population	*N*(b)	0	171,570	178,158	349,728
	%	.0	49.06	50.94	100.0
Difference Between %s(c)		4.16	−12.70	12.70	.0
Beloit (02)					
User	*N*	6	62	210	278
	%	2.16	22.79	77.21	100.0
Population	*N*	0	64,920	67,050	131,970
	%	.0	49.19	50.81	100.0
Difference Between %s		2.16	−26.40	26.40	.0
Reedsburg (03)					
User	*N*	2	25	85	112
	%	1.79	22.73	77.27	100.0
Population	*N*	0	36,849	37,742	74,591
	%	.0	49.40	50.60	100.0
Difference Between %s		1.79	−26.67	26.67	.0
Cashton (04)					
User	*N*	17	66	187	270
	%	6.30	26.09	73.91	100.0
Population	*N*	0	36,027	35,392	71,419
	%	.0	50.44	49.56	100.0
Difference Between %s		6.30	−24.35	24.35	.0
Eau Claire (05)					
User	*N*	9	114	211	334
	%	2.69	35.08	64.92	100.0
Population	*N*	0	58,696	60,935	119,631
	%	.0	49.06	50.94	100.0
Difference Between %s		2.69	- 13.98	13.98	.0
Ashland (06)					
User	*N*	12	199	425	636
	%	1.89	31.89	68.11	100.0
Population	*N*	0	47,121	47,015	94,136
	%	.0	50.06	49.94	100.0
Difference Between %s		1.89	−18.17	18.17	0
Oconto (07)					
User	*N*	9	60	114	183
	%	4.92	34.48	65.52	100.0
Population	*N*	0	36,150	36,202	72,352
	%	.0	49.96	50.04	100.0
Difference Between %s		4.92	−15.48	15.48	.0
Green Bay (08)					
User	*N*	19	170	373	562
	%	3.38	31.31	68.69	100.0
Population	*N*	0	77,536	80,708	158,244
	%	0	49.00	51.00	100.0
Difference Between %s		3.38	−17.69	17.69	.0
Manitowoc (09)					
User	*N*	12	156	552	720
	%	1.67	22.03	77.97	100.0
Population	*N*	0	40,355	41,939	82,294
	%	0	49.04	50.96	100.0
Difference Between %s		1.67	−27.01	27.01	.0
Fond du Lac (10)					
User	*N*	17	126	293	436
	%	3.90	30.07	69.93	100.0
Population	*N*	0	76,125	77,446	153,571
	%	.0	49.57	50.43	100.0
Difference Between %s		3.90	−19.50	19.50	.0
Waukesha (11)					
User	*N*	20	127	341	488
	%	4.10	27.14	72.86	100.0
Population	*N*	0	144,927	146,498	291,425
	%	.0	49.73	50.27	100.0
Difference Between %s		4.10	−22.59	22.59	.0
Wisconsin Rapids (12)					
User	*N*	9	135	249	393
	%	2.29	35.16	64.84	100.0
Population	*N*	0	60,661	61,476	122,137
	%	.0	49.67	50.33	100.0
Difference Between %s		2.29	14.51	14.51	.0
Milwaukee (13)					
User	*N*	48	225	480	753
	%	6.37	31.91	68.09	100.0
Population	*N*	0	505,169	548,894	1,054,063
	%	.0	47.93	52.07	100.0
Difference Between %s		6.37	−16.02	16.02	.0
Total of Centers 1–12					
User	*N*	163	1,500	3,495	5,158
	%	3.16	30.03	69.97	100.0
Population	*N*	0	850,937	870,561	1,721,498
	%	.0	49.43	50.57	100.0
Difference Between %s		3.16	−19.40	19.40	.0

NOTE: Data for "User" rows are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

a Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

b Based on a 100% sample of the population.

c The "Difference Between Percents" value is obtained by subtracting the "Population " percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 39: Comparison Between Callers and the General Population with Regard to Family Income

Center			No Response	0–$999	$1,000–$3,999	$4,000–$5,999	$6,000–$7,999	$8,000–$9,999	$10,000–11,999	$12,000–$14,999	$15,000 & Over	Total
Madison (01)												
	User	*Number*	102	57	117	59	76	66	66	81	122	746
		Percent(a)	13.67	8.85	18.17	9.16	11.80	10.25	10.25	12.58	18.94	100.0
	Population	*Number*(b)	0	1,279	7,163	6,748	8,546	11,301	11,809	13,443	20,520	80,809
		Percent	.0	1.58	8.86	8.35	10.58	13.98	14.61	16.64	25.39	100.0
Difference Between %s(c)			13.67	7.27	9.31	.81	1.22	–3.73	–4.36	–4.06	–6.45	.0
Beloit (02)												
	User	*Number*	42	11	46	29	23	22	40	26	39	278
		Percent	15.11	4.66	19.49	12.29	9.75	9.32	16.95	11.02	16.53	100.0
	Population	*Number*	0	429	2,812	2,490	3,675	6,099	5,653	5,640	6,095	32,893
		Percent	.0	1.30	8.55	7.57	11.17	18.54	17.19	17.15	18.53	100.0
Difference Between %s			15.11	3.36	10.94	4.72	–1.42	–9.22	– .24	–6.13	–2.00	.0
Reedsburg (03)												
	User	*Number*	22	10	15	17	9	12	13	9	5	112
		Percent	19.64	11.11	16.67	18.89	10.00	13.33	14.44	10.00	5.56	100.0
	Population	*Number*	0	375	3,060	2,341	2,765	2,963	2,488	2,489	2,417	18,898
		Percent	.0	1.98	16.19	12.39	14.63	15.68	13.17	13.17	12.79	100.0
Difference Between %s			19.64	9.13	.48	6.50	–4.63	–2.35	1.27	–3.17	–7.23	.0
Cashton (04)												
	User	*Number*	45	17	75	44	36	27	5	12	9	270
		Percent	16.67	7.56	33.33	19.56	16.00	12.00	2.22	5.33	4.00	100.0
	Population	*Number*	0	498	3,820	2,766	2,756	2,452	1,948	1,727	1,888	17,855
		Percent	.0	2.79	21.39	15.49	15.44	13.73	10.91	9.67	10.57	100.0
Difference Between %s			16.67	4.77	11.94	4.07	.56	–1.73	–8.69	–4.34	–6.57	.0
Eau Claire (05)												
	User	*Number*	32	20	64	31	31	35	44	33	44	334
		Percent	9.58	6.62	21.19	10.26	10.26	11.59	14.57	10.93	14.57	100.0
	Population	*Number*	0	476	4,687	3,514	4,043	4,389	3,923	3,867	4,275	29,174
		Percent	.0	1.63	16.07	12.04	13.86	15.04	13.45	13.25	14.65	100.0
Difference Between %s			9.58	4.99	5.12	–1.78	–3.60	–3.45	1.12	–2.32	– .08	.0
Ashland (06)												
	User	*Number*	58	31	172	109	106	53	50	33	24	636
		Percent	9.12	5.36	29.76	18.86	18.34	9.17	8.65	5.71	4.15	100.0
	Population	*Number*	0	553	4,418	3,372	3,848	4,076	2,946	2,382	1,993	23,588
		Percent	.0	2.34	18.73	14.30	16.31	17.28	12.49	10.10	8.45	100.0
Difference Between %s			9.12	3.02	11.03	4.56	2.03	–8.11	–3.84	–4.39	–4.30	.0
Oconto (07)												
	User	*Number*	32	2	28	29	21	17	36	9	9	183
		Percent	17.49	1.32	18.54	19.21	13.91	11.26	23.84	5.96	5.96	100.0
	Population	*Number*	0	439	3,572	2,810	3,212	2,942	2,138	1,580	1,652	18,345
		Percent	.0	2.39	19.47	15.32	17.51	16.04	11.65	8.61	9.01	100.0
Difference Between %s			17.49	–1.07	– .93	3.89	–3.60	–4.78	12.19	–2.65	–3.05	.0

Table 39: Continued

Center		No Response	0–$999	$1,000–$3,999	$4,000–$5,999	$6,000–$7,999	$8,000–$9,000	$10,000–$11,999	$12,000–$14,999	$15,000 & Over	Total
Green Bay (08)											
User	*Number*	85	23	70	42	52	59	81	63	87	562
	Percent	15.12	4.82	14.68	8.81	10.90	12.37	16.98	13.21	18.24	100.0
Population	*Number*	0	561	2,865	2,832	4,342	6,504	6,377	6,091	6,552	36,124
	Percent	.0	1.55	7.93	7.84	12.02	18.00	17.65	16.86	18.14	100.0
Difference Between %s		15.12	3.27	6.75	.97	−1.12	−5.63	−.67	−3.65	.10	.0
Manitowoc (09)											
User	*Number*	137	11	67	70	72	97	130	80	56	720
	Percent	19.03	1.89	11.49	12.01	12.35	16.64	22.30	13.72	9.61	100.0
Population	*Number*	0	287	1,917	1,716	2,764	3,579	3,226	2,999	3,597	20,085
	Percent	.0	1.43	9.54	8.54	13.76	17.82	16.06	14.93	17.91	100.0
Difference Between %s		19.03	.46	1.95	3.47	−1.41	−1.18	6.24	−1.21	−8.30	.0
Fond du Lac (10)											
User	*Number*	71	11	46	49	44	48	62	45	60	436
	Percent	16.28	3.01	12.60	13.42	12.05	13.15	16.99	12.33	16.44	100.0
Population	*Number*	0	606	3,847	3,230	4,677	6,470	6,197	5,652	6,574	37,253
	Percent	.0	1.63	10.33	8.67	12.55	17.37	16.63	15.17	17.65	100.0
Difference Between %s		16.28	1.38	2.27	4.75	−.50	−4.22	.36	−2.84	−1.21	.0
Waukesha (11)											
User	*Number*	89	15	41	42	55	44	63	66	73	488
	Percent	18.24	3.76	10.28	10.53	13.78	11.03	15.79	16.54	18.30	100.0
Population	*Number*	0	642	4,160	3,897	5,220	9,125	11,379	14,283	21,745	70,451
	Percent	.0	.91	5.90	5.53	7.41	12.95	16.15	20.27	30.87	100.0
Difference Between %s		18.24	2.85	4.38	5.00	6.37	−1.92	−.36	−3.73	−12.57	.0
Wisconsin Rapids (12)											
User	*Number*	51	19	55	49	34	49	53	37	46	393
	Percent	12.98	5.56	16.08	14.33	9.94	14.33	15.50	10.82	13.45	100.0
Population	*Number*	0	573	3,608	2,879	3,903	4,936	4,408	4,158	4,196	28,661
	Percent	.0	2.00	12.59	10.05	13.62	17.22	15.38	14.51	14.64	100.0
Difference Between %s		12.98	3.56	3.49	4.28	−3.68	−2.89	.12	−3.69	−1.19	.0
Milwaukee (13)											
User	*Number*	194	23	321	145	33	17	9	5	6	753
	Percent	25.76	4.11	57.42	25.94	5.90	3.04	1.61	.89	1.07	100.0
Population	*Number*	0	4,010	22,148	19,372	25,820	39,716	41,257	47,196	63,025	262,544
	Percent	.0	1.53	8.44	7.38	9.83	15.13	15.71	17.98	24.01	100.0
Difference Between %s		25.76	2.58	48.98	18.56	−3.93	−12.09	−14.10	−17.09	−22.94	.0
Total of Centers 1-12											
User	*Number*	766	227	796	570	559	529	643	494	574	5,158
	Percent	14.85	5.17	18.12	12.98	12.73	12.04	14.64	11.25	13.07	100.0
Population	*Number*	0	6,718	45,929	38,595	49,751	64,836	62,492	64,311	81,504	414,136
	Percent	.0	1.62	11.09	9.32	12.01	15.66	15.09	15.53	19.68	100.0
Difference Between %s		14.85	3.55	7.03	3.66	.72	−3.62	−.45	−4.28	−6.61	.0

NOTE: Data for "User" rows are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population Values are based on the 1970 Census.

a Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column nimus User "No Response" column.

b Based on a 20% sample of the population.

c The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 40: Comparison Between Callers and the General Population with Regard to Educational Achievement

Center		No Response	No Education	Grade 1–7	Grade 8	Grade 9–11	Grade 12	College 1–3 Yrs.	College 4 Yrs.	College 5 or More Yrs.	Total
Madison (01)											
User	*N*	8	3	1	16	32	89	117	73	89	428
	%(a)	1.87	.71	.24	3.81	7.62	21.19	27.86	17.38	21.19	100.0
Population	*N*(b)	0	1,399	10,414	22,848	19,778	60,231	21,982	15,904	18,277	170,833
	%(c)	.0	.82	6.10	13.37	11.58	35.26	12.87	9.31	10.70	100.0
Difference Between %s		1.87	–.11	–5.86	–9.56	–3.96	-14.07	14.99	8.07	10.49	.0
Beloit (02)											
User	*N*	4	0	8	15	26	76	41	11	12	193
	%	2.07	.0	4.23	7.94	13.76	40.21	21.69	5.82	6.35	100.0
Population	*N*	0	432	4,479	10,117	12,112	27,740	6,769	4,047	2,263	67,959
	%	.0	.64	6.59	14.89	17.82	40.82	9.96	5.96	3.33	100.0
Difference Between %s		2.07	–.64	–2.36	–6.95	–4.06	–.61	11.73	–.14	3.02	.0
Reedsburg (03)											
User	*N*	3	1	5	16	6	25	13	6	4	79
	%	3.80	1.32	6.58	21.05	7.89	32.89	17.11	7.89	5.26	100.0
Population	*N*	0	266	4,805	10,329	6,316	12,887	4,249	1,600	945	41,397
	%	.0	.64	11.61	24.95	15.26	31.13	10.26	3.87	2.28	100.0
Difference Between %s		3.80	.68	–5.03	–3.90	–7.37	1,76	6.85	4.02	2.98	.0
Cashton (04)											
User	*N*	6	1	11	14	31	65	58	21	5	212
	%	2.83	.49	5.34	6.80	15.05	31.55	28.16	10.19	2.43	100.0
Population	*N*	0	279	5,054	11,248	5,390	12,651	3,430	1,487	842	40,381
	%	.0	.69	12.52	27.85	13.35	31.33	8.49	3.68	2.09	100.0
Difference Between %s		2.83	–.20	–7.18	–21.05	1.70	.22	19.67	6.51	.34	.0
Eau Claire (05)											
User	*N*	6	1	4	19	26	67	50	26	20	219
	%	2.74	.47	1.88	8.92	12.21	31.46	23.47	12.21	9.39	100.0
Population	*N*	0	346	6,787	14,904	8,014	21,908	6,063	3,173	2,139	63,334
	%	.0	.55	10.72	23.53	12.65	34.59	9.57	5.01	3.38	100.0
Difference Between %s		2.74	–.08	–8.84	–14.61	–.44	–3.13	13.90	7.20	6.01	.0
Ashland (06)											
User	*N*	16	0	26	43	80	176	88	45	25	499
	%	3.21	.0	5.38	8.90	16.56	36.44	18.22	9.32	5.18	100.0
Population	*N*	0	468	6,183	10,265	9,731	17,703	5,129	2,190	1,509	53,178
	%	.0	.88	11.63	19.30	18.30	33.29	9.64	4.12	2.84	100.0
Difference Between %s		3.21	–.88	–6.25	–10.40	–1.74	3.15	8.58	5.20	2.34	.0
Oconto (07)											
User	*N*	7	1	7	10	32	48	28	10	7	150
	%	4.67	.70	4.90	6.99	22.38	33.57	19.58	6.99	4.90	100.0
Population	*N*	0	519	5,800	9,630	6,275	13,805	2,644	1,187	760	40,620
	%	.0	1.28	14.28	23.71	15.45	33.99	6.51	2.92	1.87	100.0
Difference Between %s		4.67	–.58	–9.38	–16.72	6.93	–.42	13.07	4.07	3.03	.0

Table 40: Continued

Center		No Response	No Education	Grade 1–7	Grade 8	Grade 9–11	Grade 12	College 1–3 Yrs.	College 4 Yrs.	College 5 or More Yrs.	Total
Green Bay (08)											
User	*N*	7	0	3	18	23	145	86	31	35	348
	%	2.01	.0	.88	5.28	6.74	42.52	25.22	9.09	10.26	100.0
Population	*N*	0	479	8,132	13,116	9,800	30,188	6,848	4,610	2,649	75,822
	%	.0	.63	10.73	17.30	12.93	39.81	9.03	6.08	3.49	100.0
Difference Between %s		2.01	−.63	−9.85	−12.02	−6.19	2.71	16.19	3.01	6.77	.0
Manitowoc (09)											
User	*N*	19	1	12	49	80	251	86	47	28	573
	%	3.32	.18	2.17	8.84	14.44	45.31	15.52	8.48	5.05	100.0
Population	*N*	0	315	4,351	10,901	6,008	16,419	2,910	1,788	1,111	43,803
	%	.0	.72	9.93	24.89	13.72	37.48	6.64	4.08	2.54	100.0
Difference Between %s		3.32	−.54	−7.76	−16.05	.72	7.83	8.88	4.40	2.51	.0
Fond du Lac (10)											
User	*N*	9	3	16	29	34	110	61	32	23	317
	%	2.84	.97	5.19	9.42	11.04	35.71	19.81	10.39	7.47	100.0
Population	*N*	0	485	9,861	19,013	12,659	27,480	6,427	3,751	2,204	81,880
	%	.0	.59	12.04	23.22	15.46	33.56	7.85	4.58	2.69	100.0
Difference Between %s		2.84	.38	−6.85	−13.80	−4.42	2.15	11.96	5.81	4.78	.0
Waukesha (11)											
User	*N*	17	0	10	32	39	142	80	41	27	388
	%	4.38	.0	2.70	8.63	10.51	38.27	21.56	11.05	7.28	100.0
Population	*N*	0	1,161	9,574	20,467	21,960	56,502	18,610	13,367	7,218	148,859
	%	.0	.78	6.43	13.75	14.75	37.96	12.50	8.98	4.85	100.0
Difference Between %s		4.38	−.78	−3.73	−5.12	−4.24	.31	9.06	2.07	2.43	.0
Wisconsin Rapids (12)											
User	*N*	5	1	13	23	48	95	48	25	22	280
	%	1.79	.36	4.73	8.36	17.45	34.55	17.45	9.09	8.00	100.0
Population	*N*	0	431	7,111	12,999	7,907	21,360	5,413	3,377	2,020	60,618
	%	.0	.71	11.73	21.44	13.04	35.24	8.93	5.57	3.33	100.0
Difference Between %s		1.79	−.35	−7.00	−13.08	4.41	−.69	8.52	3.52	4.67	.0
Milwaukee (13)											
User	*N*	40	18	134	207	149	79	46	7	4	684
	%	5.85	2.80	20.81	32.14	23.14	12.27	7.14	1.09	.62	100.0
Population	*N*	0	6,405	60,406	88,647	107,751	195,714	60,090	34,848	24,639	578,500
	%	.0	1.11	10.44	15.32	18.63	33.83	10.39	6.02	4.26	100.0
Difference Between %s		5.85	1.69	10.37	16.82	4.51	−21.56	−3.25	−4.93	−3.64	.0
Total Centers 1–12											
User	*N*	107	12	116	284	457	1,289	756	368	297	3,686
	%	2.90	.34	3.24	7.94	12.77	36.02	21.12	10.28	8.30	100.0
Population	*N*	0	6,580	82,551	165,837	125,950	318,874	90,474	56,481	41,937	888,684
	%	.0	.74	9.29	18.66	14.17	35.88	10.18	6.36	4.72	100.0
Difference Between %s		2.90	−.40	−6.05	−10.72	−1.40	.14	10.94	3.92	3.58	.0

NOTE: Data for "User" rows are for all private individuals age 25 or over calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

a Denominator for "No Response" column equals value in User "Total" column. Denominator for all other column equals User "Total" column minus User "No Response" column.

b Based on a 20% sample of the population of those age 25 or over.

c The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 41: Comparison Between Callers and the General Population with Regard to Race or Ethnic Identification

Center		No Response	White	Black	American Indian	Other	Total
Madison (01)							
User	*N*	48	662	20	1	15	746
	%[a]	6.43	94.84	2.87	.14	2.15	100.0
Population	*N*[b]	0	343,864	3,169	344	2,351	349,728
	%	.0	98.32	.91	.10	.67	100.0
Difference Between %s		6.43	−3.48	1.96	.04	1.48	.0
Beloit (02)							
User	*N*	9	252	13	0	4	278
	%	3.24	93.68	4.83	.0	1.49	100.0
Population	*N*	0	128,399	3,165	133	273	131,970
	%	.0	97.29	2.40	.10	.21	100.0
Difference Between %s		3.24	−3.61	2.43	−.10	1.28	.0
Reedsburg (03)							
User	*N*	6	106	0	0	0	112
	%	5.36	100.0	.0	.0	.0	100.0
Population	*N*	0	74,045	94	346	106	74,591
	%	.0	99.27	.13	.46	.14	100.0
Difference Between %s		5.36	.73	−.13	−.46	−.14	.0
Cashton (04)							
User	*N*	18	250	0	1	1	270
	%	6.67	99.21	.0	.40	.40	100.0
Population	*N*	0	71,115	88	136	80	71,419
	%	.0	99.57	.12	.19	.11	100.0
Difference Between %s		6.67	−.36	−.12	.21	.29	.0
Eau Claire (05)							
User	*N*	15	317	1	0	1	334
	%	4.49	99.37	.31	.0	.31	100.0
Population	*N*	0	118,744	126	551	210	119,631
	%	.0	99.26	.11	.46	.18	100.0
Difference Between %s		4.49	.11	.20	−.46	.13	.0
Ashland (06)							
User	*N*	15	609	0	9	3	636
	%	2.36	98.07	.0	1.45	.48	100.0
Population	*N*	0	92,245	118	1,600	173	94,136
	%	.0	97.99	.13	1.70	.18	100.0
Difference Between %s		2.36	.08	−.13	−.25	.30	.0
Oconto (07)							
User	*N*	10	171	1	0	1	183
	%	5.46	98.84	.58	.0	.58	100.0
Population	*N*	0	71,722	137	431	62	72,352
	%	.0	99.13	.19	.60	.09	100.0
Difference Between %s		5.46	−.29	.39	−.60	.49	.0
Green Bay (08)							
User	*N*	29	522	0	7	4	562
	%	5.16	97.94	.0	1.31	.75	100.0
Population	*N*	0	155,992	368	1,695	189	158,244
	%	.0	98.58	.23	1.07	.12	100.0
Difference Between %s		5.16	−.64	−.23	.24	.63	.0
Manitowoc (09)							
User	*N*	25	692	0	2	1	720
	%	3.47	99.57	.0	.29	.14	100.0
Population	*N*	0	82,006	5	175	108	82,294
	%	.0	99.65	.01	.21	.13	100.0
Difference Between %s		3.47	−.08	−.01	.08	.01	.0
Fond du Lac (10)							
User	*N*	24	409	0	0	3	436
	%	5.50	99.27	.0	.0	.73	100.0
Population	*N*	0	152,514	616	229	212	153,571
	%	.0	99.31	.40	.15	.14	100.0
Difference Between %s		5.50	−.04	−.40	−.15	−.59	.0
Waukesha (11)							
User	*N*	23	457	1	2	5	488
	%	4.71	98.28	.22	.43	1.08	100.0
Population	*N*	0	290,025	446	284	670	291,425
	%	.0	99.52	.15	.10	.23	100.0
Difference Between %s		4.71	−1.24	.07	.33	.85	.0
Wisconsin Rapids (12)							
User	*N*	14	375	0	2	2	393
	%	3.56	98.94	.0	.53	.53	100.0
Population	*N*	0	121,443	111	369	214	122,137
	%	.0	99.43	.09	.30	.18	100.0
Difference Between %s		3.56	−.49	−.09	.23	.35	.0
Milwaukee (13)							
User	*N*	47	663	37	1	5	753
	%	6.24	93.91	5.24	.14	.71	100.0
Population	*N*	0	939,989	106,033	3,717	4,324	1,054,063
	%	.0	89.18	10.06	.35	.41	100.0
Difference Between %s		6.24	4.73	−4.82	−.21	.30	.0
Total Centers 1–12							
User	*N*	236	4,822	36	24	40	5,158
	%	4.58	97.97	.73	.49	.81	100.0
Population	*N*	0	1,702,114	8,443	6,293	4,648	1,721,498
	%	.0	98.87	.49	.37	.27	100.0
Difference Between %s		4.58	−.90	.24	.12	.54	.0

NOTE: Data for "User" rows are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

[a] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[b] Based on a 100% sample of the population.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 42: Age of Callers and General Population Grouped by Sponsoring Agency

Sponsoring Agency		No Response	1–24	25–34	35–44	45–54	55–59	60–61	62–64	65–74	75 Plus	Total
Social Security Administration:												
User	*Number*	77	573	549	221	236	80	36	56	183	52	2,063
	Percent[(a)]	3.73	28.85	27.64	11.13	11.88	4.03	1.81	2.82	9.21	2.62	100.0
Population	*Number*[(b)]	0	454,416	113,494	101,551	93,698	38,729	13,892	19,042	48,468	33,571	916,861
	Percent	.0	49.56	12.38	11.08	10.22	4.22	1.52	2.08	5.29	3.66	100.0
Difference Between Percents[(c)]		3.73	–20.71	15.26	.05	1.66	–.19	.29	.74	3.92	–1.04	.0
Community Action Agency:												
User	*Number*	47	296	338	182	182	96	42	66	128	46	1,423
	Percent	3.30	21.51	24.56	13.23	13.23	6.98	3.05	4.80	9.30	3.34	100 0
Population	*Number*	0	160,009	34,096	34,425	40,830	20,499	7,603	10,765	29,192	20,119	357,538
	Percent	.0	44.75	9.54	9.63	11.42	5.73	2.13	3.01	8.16	5.63	100.0
Difference Between Percents		3.30	–23.24	15.02	3.60	1.81	1.25	.92	1.79	1.14	–2.29	.0
Other:												
User	*Number*	56	423	477	237	153	73	25	53	139	36	1,672
	Percent	3.35	26.18	29.52	14.67	9.47	4.52	1.55	3.28	8.60	2.23	100.0
Population	*Number*	0	218,077	52,200	47,302	45,602	20,740	7,614	10,371	27,026	18,167	447,099
	Percent	.0	48.78	11.68	10.58	10.20	4.64	1.70	2.32	6.04	4.06	100.0
Difference Between Percents		3.35	–22.60	17.84	4.09	–.73	–.12	–.15	.96	2.56	–1.83	.0
TOTAL OF Centers 1–12												
User	*Number*	180	1,292	1,364	640	571	249	103	175	450	134	5,158
	Percent	3.49	25.95	27.40	12.86	11.47	5.00	2.07	3.52	9.04	2.69	100.0
Population	*Number*	0	832,502	199,790	183,278	180,130	79,968	29,109	40,178	104,686	71,857	1,721,498
	Percent	.0	48.36	11.61	10.65	10.46	4.65	1.69	2.33	6.08	4.17	100.0
Difference Between Percents		3.49	–22.41	15.79	2.21	1.01	.35	.38	1.19	2.96	–1.48	.0

NOTE: Data for "User" rows are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

a Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

b Based on a 100% sample of the population.

c The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 43: Age of Callers and General Population Grouped by Three Senior Center Locations

Senior Center Locations		No Response	1–24	25–34	35–44	45–54	55–59	60–61	62–64	65–74	75 Plus	Total
Cashton (04), Eau Claire (05), and Manitowoc (09):												
User	*Number*	53	267	342	190	141	61	37	56	135	42	1,324
	Percent (a)	4.00	21.01	26.91	14.95	11.09	4.80	2.91	4.41	10.62	3.30	100.0
Population	*Number*	0	125,863	27,389	27,438	30,814	14,284	5,187	7,485	20,627	14,257	273,344
	Percent	.0	46.05	10.02	10.04	11.27	5.23	1.90	2.74	7.55	5.22	100.0
Difference Between Percents (b)		4.00	–25.04	16.89	4.91	–.18	–.43	1.01	1.67	3.07	–1.92	.0

NOTE: Data for "User" row are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population data are based on a 100% sample of the 1970 Census.

[a] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus "No Response" column.

[b] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 44: Age of Callers and General Population Grouped by Four Senior Center Locations

Senior Center Locations		No Response	1–24	25–34	35–44	45–54	55–59	60–61	62–64	65–74	75 Plus	Total
Cashton (04), Eau Claire (05), Manitowoc (09) and Milwaukee (13)												
User	*Number*	90	196	265	148	139	91	64	108	414	182	1,697
	Percent (a)	5.30	12.20	16.49	9.21	8.65	5.66	3.98	6.72	25.76	11.33	100.0
Population	*Number*	0	601,493	153,672	143,772	151,901	69,618	25,695	35,034	89,993	56,229	1,327,407
	Percent	.0	45.31	11.58	10.83	11.44	5.24	1.94	2.64	6.78	4.24	100.0
Difference Between Percents (b)		5.30	–33.11	4.91	–1.62	–2.79	.42	2.04	4.08	18.98	7.09	.0

NOTE: Data for "User" row are for all private individuals calling for themselves between December 1, 1973, and September 30, 1974, who did not receive program variation services. Population data are based on a 100% sample of the 1970 Census.

[a] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals user "Total" column minus "No Response" column.

[b] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 45: Sex of Callers and General Population Grouped by Sponsoring Agency

Sponsoring Agency		No Response	Male	Female	Total
Social Security Administration:					
User	*Number*	77	648	1,338	2,063
	Percent(a)	3.73	32.63	67.37	100.0
Population	*Number(b)*	0	453,283	463,578	916,861
	Percent	.0	49.44	50.56	100.0
Difference Between	*Percents(c)*	3.73	-16.81	16.81	.0
Community Action Agency:					
User	*Number*	47	439	937	1,423
	Percent	3.30	31.90	68.10	100.0
Population	*Number*	0	177,994	179,544	357,538
	Percent	.0	49.78	50.22	100.0
Difference Between	*Percents*	3.30	−17.88	17.88	.0
Other:					
User	*Number*	39	413	1,220	1,672
	Percent	2.33	25.29	74.71	100.0
Population	*Number*	0	219,660	227,439	447,099
	Percent	.0	49.13	50.87	100.0
Difference Between	*Percents*	2.33	−23.84	23.84	.0
Total:					
User	*Number*	163	1,500	3,495	5,158
	Percent	3.16	30.03	69.97	100.0
Population	*Number*	0	850,937	870,561	1,721,498
	Percent	.0	49.43	50.57	100.0
Difference Between	*Percents*	3.16	−19.40	19.40	.0

NOTE: Data for "User" rows are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

[a] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[b] Based on a 100% sample of the population.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 46: Family Income of Callers and General Population Grouped by Sponsoring Agency

Sponsoring Agency		No Response	0–$999	$1,000–$3,999	$4,000–$5,999	$6,000–$7,999	$8,000–$9,999	$10,000–$11,999	$12,000–$14,999	$15,000 & Over	Total
Social Security Administration:											
User	*Number*	313	102	259	199	209	207	244	229	301	2,063
	Percent (a)	15.17	5.83	14.80	11.37	11.94	11.83	13.94	13.09	17.20	100.0
Population	*Number* (b)	0	3,100	18,778	16,754	22,346	31,832	33,793	37,536	53,035	217,174
	Percent	.0	1.43	8.65	7.71	10.29	14.66	15.56	17.28	24.42	100.0
Difference Between	*Percents* (c)	15.17	4.40	6.15	3.66	1.65	– 2.83	– 1.62	–4.19	–7.22	.0
Community Action Agency:											
User	*Number*	167	70	339	213	194	132	135	87	86	1,423
	Percent	11.74	5.57	26.99	16.96	15.45	10.51	10.75	6.93	6.85	100.0
Population	*Number*	0	1,966	16,497	12,462	13,859	13,859	10,955	9,556	9,808	88,962
	Percent	.0	2.21	18.54	14.01	15.58	15.58	12.31	10.74	11.02	100.0
Difference Between	*Percents*	11.74	3.36	8.45	2.95	–.13	–5.07	–1.56	–3.81	–4.17	.0
Other:											
User	*Number*	286	55	198	158	156	190	264	178	187	1,672
	Percent	17.10	3.97	14.29	11.40	11.26	13.71	19.05	12.84	13.49	100.0
Population	*Number*	0	1,652	10,654	9,379	13,546	19,145	17,744	17,219	18,661	108,000
	Percent	.0	1.53	9.86	8.68	12.54	17.73	16.43	15.94	17.28	100.0
Difference Between	*Percents*	17.10	2.44	4.43	2.72	–1.28	–4.02	2.62	–3.10	–3.79	.0
TOTAL:											
User	*Number*	766	227	796	570	559	529	643	494	574	5,158
	Percent	14.85	5.17	18.12	12.98	12.73	12.04	14.64	11.25	13.07	100.0
Population	*Number*	0	6,718	45,929	38,595	49,751	64,836	62,492	64,311	81,504	414,136
	Percent	.0	1.62	11.09	9.32	12.01	15.66	15.09	15.53	19.68	100.0
Difference Between	*Percents*	14.85	3.55	7.03	3.66	.72	–3.62	–.45	–4.28	–6.61	.0

NOTE: Data for "User" rows are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

[a] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[b] Based on a 20% sample of the population.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 47: Educational Achievement of Callers and General Population Grouped by Sponsoring Agency

Sponsoring Agency		No Response	No Education	Grade 1–7	Grade 8	Grade 9–11	Grade 12	College 1–3	College 4 Yrs.	College 5 Plus Yrs.	Total
Social Security Administration:											
User	*Number*	39	7	40	100	153	436	306	171	161	1,413
	Percent [a]	2.76	.51	2.91	7.28	11.14	31.73	22.27	12.45	11.72	100.0
Population	*Number* [b]	0	3,476	36,960	75,327	62,304	165,573	52,432	36,399	29,719	462,190
	Percent	.0	.75	8.00	16.30	13.48	35.82	11.34	7.88	6.43	100.0
Difference Between	*Percents* [c]	2.76	–.24	–5.09	–9.02	–2.34	–4.09	10.93	4.57	5.29	.0
Community Action Agency											
User	*Number*	35	3	48	86	169	356	224	102	57	1,080
	Percent	3.24	.29	4.59	8.23	16.17	34.07	21.44	9.76	5.45	100.0
Population	*Number*	0	1,612	23,824	46,047	29,410	66,067	17,266	8,037	5,250	197,513
	Percent	.0	.82	12.06	23.31	14.89	33.45	8.74	4.07	2.66	100.0
Difference Between	*Percents*	3.24	–.53	–7.47	–15.08	1.28	.62	12.70	5.69	2.79	.0
Other:											
User	*Number*	33	2	28	98	135	497	226	95	79	1,193
	Percent	2.77	.17	2.41	8.45	11.64	42.84	19.48	8.19	6.81	100.0
Population	*Number*	0	1,492	21,767	44,463	34,236	87,234	20,776	12,045	6,968	228,981
	Percent	.0	.65	9.51	19.42	14.95	38.10	9.07	5.26	3.04	100.0
Difference Between	*Percents*	2.77	–.48	–7.10	–10.97	–3.31	4.74	10.41	2.93	3.77	.0
TOTAL:											
User	*Number*	107	12	116	284	457	1,289	756	368	297	3,686
	Percent	2.90	.34	3.24	7.94	12.77	36.02	21.12	10.28	8.30	100.0
Population	*Number*	0	6,580	82,551	165,837	125,950	318,874	90,474	56,481	41,937	888,684
	Percent	.0	.74	9.29	18.66	14.17	35.88	10.18	6.36	4.72	100.0
Difference Between	*Percents*	2.90	–.40	–6.05	–10.72	–1.40	.14	10.94	3.92	3.58	.0

NOTE: Data for "User rows are for all private individuals age 25 or over calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

[a] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total column minus User "No Response" column.

[b] Based on a 20% sample of the population of those age 25 or over.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 48: Race or Ethnic Identification of Callers and General Population Grouped by Sponsoring Agency

Sponsoring Agency		No Response	White	Black	American Indian	Other	Total
Social Security Administration:							
User	*Number*	109	1,903	21	5	25	2,063
	Percent[(a)]	5.28	97.39	1.07	.26	1.28	100.0
Population	*Number*[(b)]	0	907,846	4,342	1,226	3,447	916,861
	Percent	.0	99.02	.47	.13	.38	100.0
Difference Between	*Percents*[(c)]	5.28	−1.63	.60	.13	.90	.0
Community Action Agency:							
User	*Number*	58	1,347	2	10	6	1,423
	Percent	4.08	98.68	.15	.73	.44	100.0
Population	*Number*	0	353,826	469	2,718	525	357,538
	Percent	.0	98.96	.13	.76	.15	100.0
Difference Between	*Percents*	4.08	−.28	.02	−.03	.29	.0
Other:							
User	*Number*	69	1,572	13	9	9	1,672
	Percent	4.13	98.07	.81	.56	.56	100.0
Population	*Number*	0	440,442	3,632	2,349	676	447,099
	Percent	.0	98.51	.81	.53	.15	100.0
Difference Between	*Percents*	4.13	−.44	.0	.03	.41	.0
TOTAL:							
User	*Number*	236	4,822	36	24	40	5,158
	Percent	4.58	97.97	.73	.49	.81	100.0
Population	*Number*	0	1,702,114	8,443	6,293	4,648	1,721,498
	Percent	.0	98.87	.49	.37	.27	100.0
Difference Between	*Percents*	4.58	−.90	.24	.12	.54	.0

NOTE: Data for "User" rows are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who did not receive program variation services. Population values are based on the 1970 Census.

[a] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[b] Based on a 100% sample of the population.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into the particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 49: Source of Calls Grouped by Sponsoring Agency

Sponsoring Agency with Centers	Private Calling for Self			Private Calling for Other			Facility Calling for Client			Facility Calling for other Reason			Other	Total	
	Number	% Row Total (a)	% Column Total (b)	Number	% Row Total (a)	% Column Total (b)	Number	% Row Total (a)	% Column Total (b)	Number	% Row Total (a)	% Column Total (b)	Number	Number	Percent Total
Social Security Administration:															
Madison (01)	2,088	72.6	10.5	295	10.2	11.4	284	9.8	14.0	208	7.1	10.7	1	2,876	10.9
Fond du Lac (10)	1,653	68.1	8.3	220	9.0	8.5	271	11.1	13.4	281	11.5	14.5	0	2,425	9.2
Waukesha (11)	1,725	74.1	8.7	232	9.9	9.0	183	7.8	9.0	185	7.9	9.6	1	2,326	8.8
Wisconsin Rapids (12)	1,148	77.7	5.8	168	11.3	6.5	70	4.7	3.4	89	6.0	4.6	1	1,476	5.6
SUBTOTAL	6,614	72.7	33.2	915	10.0	35.5	808	8.9	39.8	763	8.4	39.4	3	9,103	34.4
Community Action Agency:															
Cashton (04)	919	77.4	4.6	108	9.0	4.2	28	2.3	1.4	123	10.2	6.4	9	1,187	4.5
Eau Claire (05)*	1,204	70.5	6.0	187	10.9	7.2	163	9.5	8.0	151	8.8	7.8	1	1,706	6.4
Ashland (06)	1,480	79.0	7.4	140	7.4	5.4	34	1.8	1.7	211	11.2	10.9	7	1,872	7.1
Oconto (07)	743	86.3	3.7	51	5.9	2.0	31	3.6	1.5	33	3.7	1.7	2	860	3.2
SUBTOTAL	4,346	77.3	21.8	486	8.6	18.8	256	4.6	12.6	518	9.2	26.7	19	5,625	21.3
Other:															
Beloit (02)—*County Welfare*	2,234	79.5	11.2	224	7.9	8.7	233	8.2	11.5	117	4.1	6.0	2	2,810	10.6
Reedsburg (03)—*Mental Health Cnt.*	374	61.1	1.9	87	14.2	3.4	87	14.2	4.3	64	10.3	3.3	0	612	2.3
Green Bay (08)—*United Way*	3,373	79.3	17.0	369	8.6	14.3	353	8.3	17.4	153	3.5	7.9	2	4,250	16.1
Manitowoc (09)—*Senior Center**	2,950	72.6	14.8	497	12.2	19.3	292	7.1	14.4	323	7.9	16.7	0	4,062	15.4
SUBTOTAL	8,931	76.1	44.9	1,177	10.0	45.7	965	8.2	47.6	657	5.6	33.9	4	11,734	44.3
TOTAL:	19,891	75.2	100.0	2,578	9.7	100.0	2,029	7.7	100.0	1,938	7.3	100.0	26	26,462	100.0
***Senior Facilities:**															
Cashton (04)—*CAACraft Center*	919	77.4	18.1	108	9.0	13.6	28	2.3	58.0	123	10.2	20.6	9	1,187	17.1
Eau Claire (05)—*CAA Sr.. Cnt.*	1,204	70.5	23.7	187	10.9	23.6	163	9.5	33.8	151	8.8	25.3	1	1,706	24.5
Manitowoc (09)—*Senior Center*	2,950	72.6	58.2	497	12.2	62.8	292	7.1	60.5	323	7.9	54.1	0	4,062	58.4
TOTAL	5,073	72.9	100.0	792	11.4	100.0	483	6.9	100.0	597	8.6	100.0	10	6,955	100.0

NOTE: Data are for private individuals calling for themselves between April 1, 1973, and September 30, 1974.

[a] These data indicate the relative proportion of each source of call for each center. The denominator is the corresponding row total.

[b] These data indicate for each source the proportion of total calls which came to each center. The denominator is the corresponding column total.

Table 50: First–Time and Repeat Users Grouped by Sponsoring Agency

Sponsoring Agency with Centers	*First Time Caller*			*Repeat Caller*			*Total*	
	Number	% Row Total	% Column Total	Number	%Row Total	% Column Total	Number	Percent
Social Security Administration:								
Madison (01)	831	67.3	14.2	403	32.7	15.0	1,234	14.4
Fond du Lac (10)	553	70.4	9.4	233	29.6	8.7	786	9.2
Waukesha (11)	593	73.1	10.1	218	26.9	8.1	811	9.5
Wisconsin Rapids (12)	444	74.6	7.6	151	25.4	5.6	595	7.0
SUBTOTAL	2,421	70.7	41.3	1,005	29.3	37.4	3,426	40.1
Community Action Agency								
Cashton (04)*	207	49.5	3.5	211	50.5	7.9	418	4.9
Eau Claire (05)*	448	68.5	7.6	206	31.5	7.7	654	7.6
Ashland (06)	587	61.4	10.0	369	38.6	13.7	956	11.2
Oconto (07)	168	61.3	2.9	106	38.7	4.0	274	3.2
SUBTOTAL	1,410	61.2	24.0	892	38.8	33.2	2,302	26.9
Other:								
Beloit (02)—*County Welfare*	422	67.5	7.2	203	32.5	7.6	625	7.3
Reedsburg (03)—*Mental Hlth. Cnt.*	124	67.4	2.1	60	32.6	2.2	184	2.2
Green Bay (08)—*United Way*	641	73.7	10.9	229	26.3	8.5	870	10.2
Manitowoc (09)*—*Sr. Cnt.*	844	74.0	14.4	296	26.0	11.0	1,140	13.3
SUBTOTAL	2,031	72.0	34.6	788	28.0	29.4	2,819	33.0
TOTAL	5,862	68.6	100.0	2,685	31.4	100.0	8,547	100.0
***Senior Facilities :**								
Cashton (04)—*CAA Craft Cnt.*	207	49.5	13.8	211	50.5	29.8	418	18.9
Eau Claire (05)—*CAA Sr. Cnt.*	448	68.5	29.9	206	31.5	28.9	654	29.6
Manitowoc (09)—*Senior Center*	844	74.0	56.3	296	26.0	41.5	1,140	51.5
TOTAL	1,499	67.8	100.0	713	32.2	100.0	2,212	100.0

NOTE: Data are for private individuals calling for themselves between April 1, 1973, and September 30, 1974, who completed an I & R User Survey.

[a] These data indicate the relative proportion of first-time and repeat users for each center. The denominator is the corresponding row total.

[b] These data indicate the proportion of first-time and repeat users who contacted each center. The denominator is the corresponding column total.

Table 51: Method of Contacting Center Grouped by Sponsoring Agency

Sponsoring Agency with Centers	Telephone			Mail			Walk-In			Other [(a)]			Total	
	Number	% Row Total [(b)]	% Column Total [(c)]	Number	% Row Total [(b)]	% Column Total [(c)]	Number	% Row Total	% Column Total [(c)]	Number	% Row Total [(b)]	% Column Total	Number	Percent
Social Security Administration:														
Madison (01)	1,981	96.03	11.49	6	.29	3.70	41	1.99	3.51	35	1.70	13.62	2,063	10.96
Fond du Lac (02)	1,295	92.77	7.51	13	.93	8.02	61	4.37	5.22	27	1.93	10.51	1,396	7.41
Waukesha (11)	1,506	91.66	8.73	7	.43	4.32	86	5.24	7.36	44	2.68	17.12	1,642	8.72
Wisconsin Rapids (12)	1,014	88.79	5.86	26	2.28	16.05	93	8.14	7.96	9	.79	3.50	1,142	6.06
SUBTOTAL	5,795	92.82	33.61	52	.83	32.10	281	4.50	24.06	115	1.84	44.75	6,243	33.15
Community Action Agency:														
Cashton (04)*	671	75.82	3.89	17	1.92	10.49	188	21.24	16.10	9	1.02	3.50	885	4.70
Eau Claire (05)*	1,147	95.42	6.65	10	.83	6.17	40	3.33	3.42	5	.42	1.95	1,202	6.38
Ashland (06)	1,302	88.57	7.55	24	1.63	14.81	141	9.59	12.07	3	.20	1.17	1,470	7.81
Oconto (07)	584	80.11	3.39	32	4.39	19.75	104	14.27	8.90	9	1.23	1.95	7[illegible]9	3.87
SUBTOTAL	3,704	86.42	21.48	83	1.94	51.23	473	11.04	40.50	26	.61	10.12	4,26[illegible]	22.76
Other:														
Beloit (02)–*County Welfare*	1,891	96.63	10.97	2	.10	1.23	63	3.22	5.39	1	.06	.39	1,957	10.39
Reedsburg (03)–*Mental Htl.Cnt*	307	83.20	1.78	3	.81	1.85	55	14.91	4.71	4	1.08	1.56	369	1.96
Green Bay (08)–*United Way*	3,046	90.95	17.67	10	.30	6.17	198	5.91	16.95	95	2.84	36.96	3,349	17.79
Manitowoc (09)*–*Sen. Cnt.*	2,500	95.20	14.50	12	.46	7.41	98	3.73	8.39	16	.61	6.23	2,626	13.95
SUBTOTAL	7,744	93.29	44.91	27	.33	16.67	414	4.99	35.45	116	1.40	45.14	8,301	44.08
TOTAL	17,243	91.57	100.0	162	.86	100.0	1,168	6.20	100.0	257	1.36	100.0	18,830	100.0
***Senior Facilities :**														
Cashton (04)–*Craft Cnt.*	671	75.82	15.54	17	1.92	43.59	188	21.24	57.67	9	1.02	30.00	885	18.78
Eau Claire (05)–*CAA Sen. Cnt.*	1,147	95.42	26.56	10	.83	25.64	40	3.33	12.27	5	.42	16.67	1,202	25.50
Manitowoc (09)–*Sen. Cnt.*	2,500	95.20	57.90	12	.46	30.77	98	3.73	30.06	16	.61	53.33	2,626	55.72
SUBTOTAL	4,318	91.62	100.0	39	.83	100.0	326	6.92	100.0	30	.64	100.0	4,713	100.0

NOTE: Data are for private individuals calling for themselves between April 1, 1973, and September 30, 1974.

[a] Includes answering service.

[b] These data indicate the relative proportion of each method used in contacting within each center. The denominator is the corresponding row total.

[c] These data indicate the proportion of total contacts within a specific method for each center. The denominator is the corresponding column total.

CHAPTER 7: Publicizing the Centers' Services

NOTE: Total values in Tables 54–59 may vary because the number of persons not responding varied according to the different demographic variables, (see Tables 37–41).

Table 52: How User Heard About WIS, Grouped by Program Variations

Publicity Source		Control Centers						Escort/Transportation Centers					Outreach Centers				Total
		01[a]	03	05	08	12	Subtotal	02	09	10	11	Subtotal	04	06	07	Subtotal	
Agency or Facility	*N*	311	40	179	227	116	873	149	220	240	213	822	73	172	44	289	1,984
	%	25.2	21.7	27.3	26.0	19.4	24.7	23.8	19.2	30.5	26.2	24.4	17.4	17.9	16.0	17.5	23.2
Family or Friend	*N*	189	35	102	131	47	504	81	254	114	101	550	68	222	45	335	1,389
	%	15.3	19.0	15.5	15.0	7.8	14.2	12.9	22.2	14.5	12.4	16.4	16.2	23.2	16.4	20.3	16.2
Radio	*N*	133	24	129	88	33	407	65	421	89	42	617	77	90	28	195	1,219
	%	10.7	13.0	19.7	10.1	5.5	11.5	10.4	36.3	11.3	5.1	18.4	18.4	9.4	10.2	11.8	14.2
Newspaper	*N*	119	25	48	64	120	376	94	173	69	95	431	44	163	53	260	1,067
	%	9.6	13.5	7.3	7.3	20.1	10.6	15.0	15.1	8.7	11.7	12.8	10.5	17.0	19.3	15.8	12.4
Telephone Book	*N*	129	15	54	208	63	469	144	111	58	69	382	7	78	15	100	951
	%	10.4	8.1	8.2	23.9	10.5	13.3	23.0	9.7	7.3	8.5	11.4	1.6	8.1	5.4	6.1	11.1
Handbill	*N*	78	19	50	31	62	240	7	61	85	136	289	29	40	21	90	619
	%	6.3	10.3	7.6	3.5	10.4	6.8	1.1	5.3	10.8	16.7	8.6	6.9	4.1	7.6	5.5	7.2
Poster or Sticker	*N*	132	10	21	30	65	258	14	70	59	34	177	39	50	15	104	539
	%	10.6	5.4	3.2	3.4	10.9	7.3	2.2	6.1	7.5	4.1	5.3	9.3	5.2	5.4	6.3	6.3
TV	*N*	61	2	31	57	40	191	10	12	5	7	34	3	69	9	81	306
	%	4.9	1.0	4.7	6.5	6.7	5.4	1.6	1.0	.6	.8	1.0	.7	7.2	3.2	4.9	3.5
WIS Outreach	*N*	0	0	0	24[b]	0	24	0	0	0	0	0	73	109	31	213	237
	%				2.7		.7					0	17.4	11.4	11.3	12.9	2.7
Other	*N*	103	12	56	57	39	257	49	65	68	63	245	17	28	13	58	560
	%	8.3	6.5	8.5	5.4	6.5	7.3	7.8	5.7	8.6	7.7	7.3	4.0	2.9	4.7	3.5	6.5
No Response	*N*	148	30	85	86	78	427	88	117	89	121	415	103	127	53	283	1,125
	%	11.9	16.3	12.9	9.8	13.1	12.1	14.0	10.2	11.3	14.9	12.3	24.6	13.2	19.3	17.2	13.1
Total	*N*	1,234	184	654	870	595	3,537	625	1,140	786	811	3,362	418	956	274	1,648	8,547

NOTE: Data are for all private individuals calling for themselves between April 1, 1973 and September 30, 1974. Respondents may have indicated more than one publicity source. Percentages are based on number of people, so totals may exceed 100%.

[a] See Table 1 for center location.

[b] Center 08, Green Bay, participated for about three months as an outreach center.

Table 53: Effort Expended by Centers on Various Publicity Activities

	Control Centers						Escort/Transportation Centers					Outreach Centers				
Publicity Technique	**01[a]**	**03**	**05**	**08**	**12**	**Subtotal**	**02**	**09**	**10**	**11**	**Subtotal**	**04**	**06**	**07**	**Subtotal**	**Total**
Paid Radio Ad or Public Service Announcement	A[b]	11	A	A	216	227	1	147	3	2	153	A	A	332	332	712
Radio Feature or Mention in a News Program	3	6	10	2	8	29	4	3	7	6	20	2	6	10	18	67
Paid Newspaper Ad or Public Service Announcement	73	28	8	8	195	312	1	51	36	4	92	48	188	123	359	763
Newspaper Article	15	9	13	7	27	71	7	45	21	37	110	24	28	22	74	255
Telephone Directory Listing[c]	4	•[d]	•	•	•	4	2	•	•	•	2	•	•	•	•	6
Mailings/Handouts[e]	13,869	500	6,738	1,400	9,400	21,907	•	1,600	16,128	121,304	139,032	900	•	3,018	3,918	174,857
Newsletters/Church Bulletins	8	•	2	4	4	18	1	28	•	•	29	1	•	6	7	54
Displays[f]	20	•	1	350	39	410	2	1	39	3	45	2	4	17	23	478
Paid TV Ad or Public Service Announcement	A	A	2	A	A	2	A	A	A	A	A	•	A	•	A	2
TV Feature or Mention in a News Program	2	•	3	2	3	10	1	•	•	•	1	•	5	1	6	17
Presentations before Community Groups	18	9	10	9	10	56	5	18	21	10	54	17	12	4	33	143
Budget Expenditures on Publicity Over an 18 Month Period	$2132	$1279	$3793	$2449	$1546	$11,199	$11,488	$1461	$2405	$1068	$16,423	$2527	$3363	$3589	$9479	$37,101[g]
Mean Monthly Expenditure	$118	$71	$211	$136	$86	$622	$638	$81	$134	$59	$912	$140	$187	$199	$527	$2,061[h]
Median Monthly Expenditure	$54	$30	$14	$17	$36	$331	$278	(i)	$36	$232	$505	$36	$64	$85	$212	$1,240[h]

NOTE: Data presented in this table are for the time period April 1, 1973 through September, 1974. The frequencies reported here are very crude measures. The difficulty of measuring all publicity activities taking place, often in multi-county areas, makes accuracy impossible. The data reported in this table are intended simply to give some idea of the general level of effort each center gave to different methods for publicizing its services.

[a] See Table 1 for center location.

[b] Some activity occurred, but no count is available.

[c] Wisconsin has over 160 independent telephone companies.

[d] No activity reported.

[e] Figures in this row are estimates of the number of pieced distributed.

[f] Some figures in this row include poster locations and fair booths.

[g] The State office spent an additional $9,613 on publicity during this time period.

[h] Average for all 12 centers.

[i] Insufficient data available to calculate median.

Table 54: How User Heard of WIS by Age

Age Group		0–9	10–14	15–19	20–24	25–34	35–44	45–54	55–59	60–61	62–64	65–74	75 +	Total
Outreach	*Number*	0	0	11	62	168	120	136	135	81	143	462	216	1,534
	Percent	0	0	3.4	5.0	9.4	12.8	15.8	25.4	30.3	30.8	37.9	36.3	18.6
	Rank	6.0	8.0	10.0	10.0	6.0	4.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Friend	*Number*	0	7	62	248	283	117	117	70	24	58	134	85	1,205
	Percent	0	24.1	19.1	19.8	15.9	12.5	13.6	13.2	9.0	12.5	11.0	14.3	14.6
	Rank	6.0	2.0	2.0	1.0	2.0	5.0	4.5	3.0	5.0	3.5	4.0	2.0	2.0
Radio	*Number*	0	5	39	159	239	176	134	79	30	66	141	61	1,129
	Percent	0	17.2	12.0	12.7	13.4	18.7	15.6	14.9	11.2	14.2	11.6	10.2	13.7
	Rank	6.0	3.0	3.0	4.0	3.0	1.0	2.0	2.0	3.0	2.0	3.0	4.0	3.0
Facility	*Number*	0	2	37	172	314	141	117	60	34	46	122	46	1,091
	Percent	0	6.9	11.4	13.8	17.6	15.0	13.6	11.3	12.7	9.9	10.0	7.7	13.2
	Rank	6.0	4.5	4.0	3.0	1.0	2.0	4.5	5.0	2.0	5.0	5.0	5.0	4.0
Newspaper	*Number*	1	1	28	103	191	123	127	67	26	58	157	74	956
	Percent	50.0	3.4	8.6	8.2	10.7	13.1	14.8	12.6	9.7	12.5	12.9	12.4	11.6
	Rank	1.5	6.0	5.0	5.0	4.0	3.0	3.0	4.0	4.0	3.5	2.0	3.0	5.0
Phone Book	*Number*	0	12	67	209	178	86	58	26	21	15	36	15	723
	Percent	0	41.4	20.7	16.7	10.0	9.2	6.8	4.9	7.9	3.2	3.0	2.5	8.8
	Rank	6.0	1.0	1.0	2.0	5.0	6.0	6.0	8.0	6.0	9.0	9.0	9.0	6.0
Poster	*Number*	0	0	22	92	118	44	41	31	15	28	52	26	469
	Percent	0	0	6.8	7.4	6.6	4.7	4.8	5.8	5.6	6.0	4.3	4.4	5.7
	Rank	6.0	8.0	7.0	6.0	7.5	9.0	8.0	7.0	7.0	6.0	6.0	8.0	7.0
Handbill	*Number*	1	0	14	72	118	50	56	33	13	23	41	29	450
	Percent	50.0	0	4.3	5.8	6.6	5.3	6.5	6.2	4.9	5.0	3.4	4.9	5.4
	Rank	1.5	8.0	9.0	7.0	7.5	7.0	7.0	6.0	8.0	7.0	8.0	7.0	8.0
TV	*Number*	0	0	19	64	79	35	37	19	11	18	51	32	365
	Percent	0	0	5.9	5.1	4.4	3.7	4.3	3.6	4.1	3.9	4.2	5.4	4.4
	Rank	6.0	8.0	8.0	9.0	10.0	10.0	9.0	9.0	10.0	8.0	7.0	6.0	9.0
Other	*Number*	0	2	25	69	92	47	35	11	12	10	23	11	337
	Percent	0	6.9	7.7	5.5	5.2	5.0	4.1	2.1	4.5	2.2	1.9	1.8	4.1
	Rank	6.0	4.5	6.0	8.0	9.0	8.0	10.0	10.0	9.0	10.0	10.0	10.0	10.0
	Total	2	29	324	1,250	1,780	939	858	531	267	465	1,219	595	8,259

NOTE: Data presented are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Non-respondents were dropped from this table. Percentages are based on column totals. These are total responses, not people (individuals may have given two or more responses).

Table 55: How User Heard of WIS by Sex

Publicity Source		Female	Male	Total
Outreach	*Number*	937	598	1,535
	Percent	16.8	22.1	18.5
	Rank	1.0	1.0	1.0
Friend	*Number*	846	364	1,210
	Percent	15.2	13.4	14.6
	Rank	2.0	2.0	2.0
Radio	*Number*	776	357	1,133
	Percent	13.9	13.2	13.7
	Rank	4.0	3.0	3.0
Facility	*Number*	804	295	1,099
	Percent	14.4	10.9	13.3
	Rank	3.0	5.0	4.0
Newspaper	*Number*	645	308	953
	Percent	11.6	11.4	11.5
	Rank	5.0	4.0	5.0
Phone Book	*Number*	491	233	724
	Percent	8.8	8.6	8.7
	Rank	6.0	6.0	6.0
Poster	*Number*	290	181	471
	Percent	5.2	6.7	5.7
	Rank	8.0	7.0	7.0
Handbill	*Number*	307	145	452
	Percent	5.5	5.4	5.5
	Rank	7.0	8.0	8.0
TV	*Number*	237	130	367
	Percent	4.2	4.8	4.4
	Rank	10.0	9.0	9.0
Other	*Number*	243	96	339
	Percent	4.4	3.6	4.1
	Rank	9.0	10.0	10.0
	Total	5,576	2,707	8,283

NOTE: Data presented are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Non-respondents were dropped from this table. Percentages are based on column totals. These are total responses, not people (individuals may have given two or more responses).

Table 56: How User Heard of WIS by Family Income

Publication Source		0–$999	$1,000-$3,999	$4,000-$5,999	$6,000-$7,999	$8,000 $9,999	$10,000-$11,999	$12,000-$14,999	$15,000 or more	Total
Outreach	*Number*	57	690	297	119	73	48	18	13	1,315
	Percent	16.4	32.9	24.3	14.4	10.2	6.0	3.0	1.9	18.0
	Rank	2.0	1.0	1.0	2.5	6.0	7.0	10.0	10.0	1.0
Friend	*Number*	77	269	176	136	114	113	93	97	1,075
	Percent	22.1	12.8	14.4	16.4	15.9	14.1	15.8	14.2	14.8
	Rank	1.0	2.0	2.0	1.0	1.0	4.0	3.0	4.0	2.0
Radio	*Number*	32	233	145	119	108	141	103	103	984
	Percent	9.2	11.1	11.8	14.4	15.1	17.6	17.5	15.1	13.5
	Rank	4.0	4.0	4.0	2.5	2.0	1.0	2.0	2.0	3.0
Facility	*Number*	46	201	133	111	102	124	115	151	983
	Percent	13.2	9.6	10.9	13.4	14.2	15.5	19.5	22.1	13.5
	Rank	3.0	5.0	5.0	4.0	3.0	2.0	1.0	1.0	4.0
Newspaper	*Number*	29	236	150	89	91	115	63	62	835
	Percent	8.3	11.2	12.2	10.8	12.7	14.4	10.7	9.1	11.4
	Rank	5.0	3.0	3.0	5.0	4.0	3.0	5.0	5.0	5.0
Phone Book	*Number*	28	90	82	83	80	100	69	101	633
	Percent	8.0	4.3	6.7	10.0	11.2	12.5	11.7	14.8	8.7
	Rank	6.0	8.5	7.0	6.0	5.0	5.0	4.0	3.0	6.0
Poster	*Number*	22	117	98	50	35	42	33	28	425
	Percent	6.3	5.6	8.0	6.0	4.9	5.2	5.6	4.1	5.8
	Rank	8.0	7.0	6.0	8.0	8.0	9.0	8.0	9.0	7.0
Handbill	*Number*	23	90	54	56	46	53	39	42	403
	Percent	6.6	4.3	4.4	6.8	6.4	6.6	6.6	6.2	5.5
	Rank	7.0	8.5	9.0	7.0	7.0	6.0	6.0	7.0	8.0
TV	*Number*	17	121	59	35	34	19	21	30	336
	Percent	4.9	5.8	4.8	4.2	4.7	2.4	3.6	4.4	4.6
	Rank	9.5	6.0	8.0	9.0	9.5	10.0	9.0	8.0	9.0
Other	*Number*	17	53	30	30	34	46	36	55	301
	Percent	4.9	2.5	2.4	3.6	4.7	5.7	6.1	8.1	4.1
	Rank	9.5	10.0	10.0	10.0	9.5	8.0	7.0	6.0	10.0
	Total	348	2,100	1,224	828	717	801	590	682	7,290

Table 57: How User Heard of WIS by Educational Achievement

Publicity Source		None	1–7 Yrs.	8 Yrs.	9–11 Yrs.	12 Yrs.	13–15 Yrs.	16 Yrs.	17 + Yrs.	Total
Outreach	*Number*	21	203	301	295	450	116	58	21	1,465
	Percent	38.9	36.1	33.2	24.4	17.0	7.3	8.4	4.8	18.1
	Rank	1.0	1.0	1.0	1.0	1.0	6.0	6.0	9.5	1.0
Friend	*Number*	5	94	105	171	397	258	106	52	1,188
	Percent	9.3	16.7	11.6	14.1	15.0	16.3	15.2	12.0	14.7
	Rank	5.0	2.0	4.0	2.0	3.0	2.0	2.0	3.0	2.0
Radio	*Number*	6	61	127	151	407	221	95	49	1,117
	Percent	11.1	10.8	14.0	12.5	15.4	14.0	13.7	11.3	13.8
	Rank	4.0	4.0	2.0	4.0	2.0	3.0	3.0	4.0	3.0
Facility	*Number*	8	39	67	144	317	269	128	104	1,076
	Percent	14.8	6.9	7.4	11.9	12.0	17.0	18.4	24.0	13.3
	Rank	2.5	5.0	5.0	5.0	4.0	1.0	1.0	1.0	4.0
Newspaper	*Number*	8	68	116	156	299	161	74	53	935
	Percent	14.8	12.1	12.8	12.9	11.3	10.2	10.6	12.2	11.6
	Rank	2.5	3.0	3.0	3.0	5.0	5.0	4.5	2.0	5.0
Phone Book	*Number*	1	14	37	86	277	184	74	41	714
	Percent	1.8	2.5	4.1	7.1	10.5	11.6	10.6	9.4	8.8
	Rank	8.5	8.0	8.0	6.0	6.0	4.0	4.5	5.0	6.0
Poster	*Number*	2	34	50	69	143	98	40	25	461
	Percent	3.7	6.0	5.5	5.7	5.4	6.2	5.8	5.8	5.7
	Rank	6.5	6.0	6.0	7.0	8.0	8.0	8.0	8.0	7.0
Handbills	*Number*	1	11	44	49	144	114	49	28	440
	Percent	1.8	2.0	4.9	4.0	5.4	7.2	7.0	6.4	5.4
	Rank	8.5	9.0	7.0	9.0	7.0	7.0	7.0	7.0	8.0
TV	*Number*	2	33	36	58	109	72	33	21	364
	Percent	3.7	5.9	4.0	4.8	4.1	4.6	4.8	4.8	4.5
	Rank	6.5	7.0	9.0	8.0	9.0	10.0	10.0	9.5	9.0
Other	*Number*	0	5	23	31	104	90	38	40	331
	Percent	0	.9	2.5	2.6	3.9	5.7	5.5	9.2	4.1
	Rank	10.0	10.0	10.0	10.0	10.0	9.0	9.0	6.0	10.0
	Total	54	562	906	1,210	2,647	1,583	695	434	8,091

NOTE: Data presented are for all private individuals calling for themselves between April 1, 1973 and September 30, 1974. Non-respondents were dropped from this table. Percentages are based on column totals. These are total responses, not people (individuals may have given two or more responses).

Table 58: How User Heard of WIS by Race or Ethnic Identification

Publicity		White	American Indian	Black	Spanish Speaking	Oriental	Other	Total
Outreach	*Number*	1,526	12	0	0	1	1	1,540
	Percent	18.9	18.8			8.3	4.2	18.7
	Rank	1.0	2.0	10.0	9.5	6.0	9.0	1.0
Friend	*Number*	1,160	13	13	2	2	2	1,192
	Percent	14.4	20.3	30.2	13.3	16.7	8.3	14.5
	Rank	2.0	1.0	1.0	3.5	2.5	6.5	2.0
Radio	*Number*	1,112	5	4	2	2	2	1,127
	Percent	13.8	7.8	9.3	13.3	16.7	8.3	13.7
	Rank	3.0	7.5	5.0	3.5	2.5	6.5	3.0
Facility	*Number*	1,060	5	7	4	3	4	1,083
	Percent	13.2	7.8	16.3	26.7	25	16.7	13.2
	Rank	4.0	7.5	2.0	1.0	1.0	2.0	4.0
Newspaper	*Number*	930	9	6	1	1	2	949
	Percent	11.5	14.1	14.0	6.7	8.3	8.3	11.6
	Rank	5.0	3.0	3.0	6.5	6.0	6.5	5.0
Phone Book	*Number*	695	6	2	1	1	5	710
	Percent	8.6	9.4	4.6	6.7	8.3	20.8	8.6
	Rank	6.0	5.0	7.5	6.5	6.0	1.0	6.0
Poster	*Number*	456	6	4	3	0	2	471
	Percent	5.7	9.4	9.3	20.0		8.3	5.7
	Rank	7.0	5.0	5.0	2.0	9.5	6.5	7.0
Handbill	*Number*	441	0	1	1	1	3	447
	Percent	5.5		2.3	6.7	8.3	12.5	5.4
	Rank	8.0	10.0	9.0	6.5	6.0	3.5	8.0
TV	*Number*	351	6	2	1	1	3	364
	Percent	4.4	9.4	4.6	6.7	8.3	12.5	4.4
	Rank	9.0	5.0	7.5	6.5	6.0	3.5	9.0
Other	*Number*	327	2	4	0	0	0	333
	Percent	4.1	3.1	9.3				4.0
	Rank	10.0	9.0	5.0	9.5	9.5	10.0	10.0
	Total	8,058	64	43	15	12	24	8,216

NOTE: Data presented are for all private individuals calling for themselves between April 1,1973 and September 30, 1974. Non-respondents were dropped from this table. Percentages are based on column totals. These are total responses, not people (individuals may have given two or more reponses).

Table 59: How User Heard of WIS by Living Arrangements

Publicity Source		Lives with Family	Lives Alone	Lives with Unrelated Person	Other Living Arrangements	Total
Outreach	*Number*	1,050	465	18	3	1,536
	Percent	17.3	28.0	4.5	3.1	18.7
	Rank	1.0	1.0	9.0	9.5	1.0
Friend	*Number*	863	247	74	16	1,200
	Percent	14.2	14.8	18.4	16.7	14.6
	Rank	3.0	2.0	2.0	2.0	2.0
Radio	*Number*	875	194	46	8	1,123
	Percent	14.4	11.7	11.4	8.3	13.7
	Rank	2.0	3.0	4.0	5.0	3.0
Facility	*Number*	796	191	77	25	1,089
	Percent	13.1	11.5	19.1	26.0	13.2
	Rank	4.0	4.5	1.0	1.0	4.0
Newspaper	*Number*	723	191	25	6	945
	Percent	11.9	11.5	6.2	6.2	11.5
	Rank	5.0	4.5	8.0	6.5	5.0
Phone Book	*Number*	583	75	51	11	720
	Percent	9.6	4.5	12.7	11.5	8.8
	Rank	6.0	9.0	3.0	4.0	6.0
Poster	*Number*	324	97	39	6	466
	Percent	5.4	5.8	9.7	6.2	5.7
	Rank	8.0	6.0	5.0	6.5	7.0
Handbill	*Number*	333	80	28	5	446
	Percent	5.5	4.8	7.0	5.2	5.4
	Rank	7.0	7.0	6.5	8.0	8.0
TV	*Number*	266	76	17	3	362
	Percent	4.4	4.6	4.2	3.1	4.4
	Rank	9.0	8.0	10.0	9.5	9.0
Other	*Number*	247	47	28	13	335
	Percent	4.1	2.8	7.0	13.5	4.1
	Rank	10.0	10.0	6.5	3.0	10.0
	Total	6,060	1,663	403	96	8,222

NOTE: Data presented are for all private individuals calling for themselves between April 1, 1973 and September 30, 1974. Non-respondents were dropped from this table. Percentages are based on column totals. These are total responses, not people (Individuals may have given two or more responses).

Table 60: I & R Callers and Those Contacted through Outreach Compared on the Basis of County of Residence

Center	County	Total Residents				Total I & R			Basic I & R				Outreach I & R					Extended Interview		Brief PR		No Contact		Total Outreach Attempts		
		N	(C.2) %(a)	Age 65+ %	Income $4,000— or less	(C.5) N	%(a)	% Diff.(b)	N	%(c)	%(a)	% Diff.(b)	N	%(c)	%(d)	%(a)	% Diff.(b)	N	%(d)	N	%(d)	N	%(d)	N	%(a)	% Diff.(b)
Cashton (04)		--	--	--	--	1,398(e)	28.20(f)	--	965(e)	69.03(g)	29.22(f)	--	433	30.97(g)	5.62	26.16(f)	--	1,720	22.31	2,226	28.87	3,332	43.21	7,711	33.67(f)	--
	Crawford	15,252	21.36	20.81	24.39	53	4.69	–16.67	29	2.57	4.03	–17.33	24	2.13	1.36	5.87	–15.49	371	21.07	869	49.35	497	28.22	1,761	23.10	1.74
	Monroe	31,610	44.26	41.57	31.87	831	73.60	29.34	519	45.97	72.08	27.82	312	27.64	8.76	76.28	32.02	924	25.95	548	15.39	1,777	49.90	3,561	46.71	2.45
	Vernon	25,557	34.38	37.62	43.75	245	21.70	–12.68	172	15.23	23.89	–10.49	73	6.47	3.17	17.85	–16.53	421	18.29	771	33.49	1,037	46.05	2,302	30.19	–4.19
	SUBTOTAL	71,419	30.02(h)	--	--	1,129	29.05(h)	--	720	63.77	31.51(h)	--	409	36.23	5.36	25.53(h)	--	1,716	22.51	2,188	28.70	3,311	43.43	7,624	33.63	--
Ashland (08)		--	--	--	--	2,324(e)	46.88(f)	--	1,592(e)	68.50(g)	48.21(f)		732	31.50(g)	8.70	44.23(f)	--	656	7.79	4,939	58.67	2,091	24.84	8,418	36.76(f)	--
	Ashland	16,743	17.79	19.46	19.11	574	31.75	13.96	381	21.07	34.83	17.04	193	10.67	11.82	27.03	9.24	165	11.33	854	52.30	401	24.56	1,633	19.56	1.76
	Bayfield	11,683	12.41	13.56	15.11	532	29.42	17.01	299	16.54	27.33	14.92	233	12.89	18.05	32.63	20.22	141	10.92	793	61.43	124	9.60	1,291	15.45	3.04
	Douglas	44,657	47.44	40.82	40.03	393	21.74	–25.70	240	13.27	21.94	25.50	153	8.46	6.66	21.43	–26.01	148	6.44	1,227	53.37	771	33.54	2,299	27.52	–19.92
	Iron	6,533	6.94	8.65	7.99	143	7.91	.97	65	3.60	5.94	–1.00	78	4.31	4.75	10.92	3.98	122	7.43	986	60.05	456	27.77	1,642	19.65	12.71
	Price	14,520	15.42	17.50	17.76	166	9.18	– 6.24	109	6.03	9.96	–5.46	57	3.15	3.83	7.98	–7.44	59	3.96	1,070	71.81	304	20.40	1,490	17.83	2.41
	SUBTOTAL	94,136	39.57(h)	--	--	1,808	46.51(h)	--	1,094	60.51	47.88(h)	--	714	39.49	8.56	44.57(h)	--	655	7.84	4,930	59.01	2,056	24.61	8,355	36.85	--
Oconto (07)		--	--	--	--	1,235(e)	24.91(f)	--	745(e)	60.32(g)	22.56(f)	--	490	39.68(g)	7.24	20.61(f)	--	1,349	19.93	2,276	33.62	2,655	39.22	6,770	29.56(f)	--
	Florence	3,298	4.56	4.56	4.86	116	12.21	7.65	25	2.63	5.31	.75	91	9.58	6.73	19.00	14.44	269	19.88	475	35.11	518	38.29	1,353	20.22	15.66
	Forest	7,691	10.63	10.22	12.17	335	35.26	24.63	42	4.42	8.92	–1.71	293	30.84	15.05	61.17	50.54	392	20.13	809	41.55	453	23.27	1,947	29.10	18.47
	Marinette	35,810	49.49	50.82	45.23	123	12.95	–36.54	80	8.42	16.99	–32.50	43	4.53	1.98	8.98	–40.51	417	19.17	786	36.14	929	42.71	2,175	32.51	–16.98
	Oconto	25,553	35.32	34.40	37.75	376	39.58	4.26	324	34.11	68.79	33.47	52	5.47	4.28	10.86	–24.46	270	22.20	204	16.78	690	56.74	1,216	18.17	–17.15
	SUBTOTAL	72,352	30.41(h)	--	--	950	24.44(h)	--	471	49.58	20.61(h)	--	479	50.42	7.16	29.90(h)	--	1,348	20.15	2,274	33.99	2,590	38.71	6,691	29.51	--
TOTAL		237,907	100.0	--	--	3,887	100.0	--	2,285	58.79(g)	100.0	--	1,602	41.21(g)	7.07	100.0	--	3,719	16.40	9,392	41.43	7,957	35.10	22,670	100.0	--

NOTE: Data reported in this table are for all private individuals calling for themselves between October 1, 1973, and September 30, 1974, for whom county geocodes are available.

a Percent based on column subtotal unless otherwise indicated.

b Difference between percent in the column to the immediate left and the the percent in the second column (C.2) of this table (proportion of total residents in the county).

c Based on subtotal of Basic I & R plus Outreach I & R for the center unless otherwise indicated.

d Based on total outreach attempts (row total).

e Total of all calls (including facilities and callers for whom geocode information was not available).

f Percent based on column total (not shown) of all calls . (See (e)) for all centers.

g Percent based on total calls for center (see (e), column 5-C.5).

h Percent based on column total.

Table 61: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Age

ype of Service		No Response	1–24	25–34	35–44	45–54	55–59	60–61	62–64	65–74	75 Plus	Total
opulation	*Number*[(a)]	*0*	*1036[illegible]*	*22134*	*22830*	*27697*	*14338*	*5365*	*7574*	*20397*	*13882*	*237907*
	Percent	*.00*	*43.58*	*9.30*	*9.60*	*11.64*	*6.03*	*2.26*	*3.18*	*8.57*	*5.84*	*100.0*
asic I & R:												
User	*Number*	29	152	206	109	127	72	27	51	95	31	899
	Percent[(b)]	3.23	17.47	23.68	12.53	14.60	8.28	3.10	5.86	10.92	3.56	100.0
Difference Between Percents[(c)]		3.23	− 26.11	14.38	2.93	2.96	2.25	.84	2.68	2.35	− 2.28	.00
Outreach Service Given:												
User	*Number*	35	59	147	102	119	115	78	139	454	233	1,481
	Percent	2.36	4.08	10.17	7.05	8.23	7.95	5.39	9.61	31.40	16.11	100.0
Difference Between Percents		2.36	− 39.50	.87	− 2.55	− 3.41	1.92	3.13	6.43	22.83	10.27	.00
Outreach Extended Interview:												
User	*Number*	21	125	249	275	352	273	158	293	973	529	3,248
	Percent	.65	3.87	7.72	8.52	10.91	8.46	4.90	9.08	30.15	16.39	100.0
Difference Between Percents		.65	− 39.71	− 1.58	−1.08	− .73	2.43	2.64	5.90	21.58	10.55	.00
Brief PR:												
User	*Number*	6	39	80	96	164	141	25	63	110	41	765
	Percent	.78	5.14	10.54	12.65	21.61	18.58	3.29	8.30	14.49	5.40	100.0
Difference Between Percents		.78	−38.44	1.24	3.05	9.97	12.55	1.03	5.12	5.92	− .44	.00

NOTE: Data reported in the "User" rows are for the time period October 1, 1973 through September 30, 1974. Population values are based on the 1970 Census.

a Based on a 100% sample of the population.

b Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" minus "No Response."

c The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 62: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Sex

Type of Service		**No Response**	**Male**	**Female**	**Total**
Population	*Number*[a]	*0*	*119298*	*118609*	*237907*
	Percent	*.00*	*50.14*	*49.86*	*100.00*
Basic I & R:					
User	*Number*	32	279	588	899
	Percent[b]	3.56	32.18	67.82	100.00
Difference Between Percents[c]		3.56	−17.96	17.96	.00
Outreach Service Given:					
User	*Number*	39	579	863	1,481
	Percent	2.63	40.15	59.85	100.00
Difference Between Percents		2.63	− 9.99	9.99	.00
Outreach Extended Interview:					
User	*Number*	32	1,196	2,020	3,248
	Percent	.99	37.19	62.81	100.00
Difference Between Percents		.99	−12.95	12.95	.00
Brief PR:					
User	*Number*	2	104	659	765
	Percent	.26	13.63	86.37	100.00
Difference Between Percents		.26	−36.51	36.51	.00

NOTE: Data reported in the "User" rows are for the time period October 1, 1973, through September 30, 1974. Population values are based on the 1970 Census.

[a] Based on a 100% sample of the population

[b] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" minus "No Response."

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 63: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Income

Type of Service		No Response	$0–999	$1,000–3,999	$4,000–5,999	$6,000–7,999	$8,000–9,999	$10,000–11,999	$12,000–14,999	$15,000 or More	Total
Population	*Number*[a]	*0*	*1490*	*11810*	*8948*	*9816*	*9470*	*7032*	*5689*	*5533*	*59788*
	Percent	*.00*	*2.49*	*19.75*	*14.97*	*16.42*	*15.84*	*11.76*	*9.52*	*9.25*	*100.00*
Basic I & R:											
User	*Number*	112	40	231	161	131	78	74	41	31	899
	Percent[b]	12.46	5.08	29.35	20.46	16.65	9.91	9.40	5.21	3.94	100.00
Difference Between Percents[c]		12.46	2.59	9.60	5.49	.23	−5.93	−2.36	−4.31	−5.31	.00
Outreach Service Given:											
User	*Number*	258	52	671	272	106	60	37	13	12	1,481
	Percent	17.42	4.25	54.87	22.24	8.67	4.91	3.03	1.06	.98	100.00
Difference Between Percents		17.42	1.76	35.12	7.27	−7.75	−10.93	−8.73	−8.46	−8.27	.00
Outreach Extended Interview:											
User	*Number*	890	19	1,027	463	266	282	147	75	79	3,248
	Percent	27.40	.81	43.55	19.64	11.28	11.96	6.23	3.18	3.35	100.00
Difference Between Percents		27.40	−1.68	23.80	4.67	−5.14	−3.88	−5.53	−6.34	−5.90	.00
Brief PR:											
User	*Number*	178	7	29	86	83	219	120	32	11	765
	Percent	23.27	1.19	4.94	14.65	14.14	37.31	20.44	5.45	1.87	100.00
Difference Between Percents		23.27	−1.30	−14.81	−.32	−2.26	21.47	8.68	−4.07	−7.38	.00

NOTE: Data reported in the "User" rows are for the time period October 1, 1973, through September 30, 1974. Population values are based on the 1970 Census.

[a] Based on a 20% sample of the population.

[b] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" minus User "No Response."

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the categroy than would be expected on the basis of the distribution in the population.

Table 64: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Education

Type of Service		No Response	No Education	Grade 1–7	Grade 8	Grade 9–11	Grade 12	College 1–3 Yrs.	College 4 Yrs.	College 5+Yrs.	Total
Population	*Number*[a]	*0*	*1266*	*17037*	31,343	*21396*	*44159*	*11203*	*4864*	*3111*	134,179
	Percent	*.00*	*.94*	*12.70*	*23.21*	*15.95*	*32.91*	*8.35*	*3.63*	*2.32*	*100.00*
Basic I & R:											
User	*Number*	24	2	40	56	119	243	138	68	28	718
	Percent[b]	3.34	.29	5.76	8.07	17.15	35.01	19.88	9.80	4.03	100.00
	Difference Between Percents[c]	3.34	−.65	−6.94	−15.14	1.20	2.10	11.53	6.17	1.71	.00
Outreach Service Given											
User	*Number*	72	21	198	310	264	378	85	41	18	1,387
	Percent	5.19	1.60	15.06	23.57	20.08	28.75	6.46	3.12	1.37	100.00
	Difference Between Percents	5.19	.66	2.36	.36	4.13	−4.16	−1.89	−.51	−.95	.00
Outreach Extended Interview:											
User	*Number*	217	30	364	567	508	991	268	117	40	3,102
	Percent	7.00	1.04	12.62	19.65	17.61	34.35	9.29	4.06	1.39	100.00
	Difference Between Percents	7.00	.10	−.08	−3.56	1.66	1.44	.94	.43	−.93	.00
Brief PR:											
User	*Number*	71	0	9	51	96	432	48	13	0	720
	Percent	9.86	.00	1.39	7.86	14.79	66.56	7.40	2.00	.00	100.00
	Difference Between Percents	9.86	−.94	−11.31	−15.35	−1.16	33.65	−.95	−1.63	−2.32	.00

NOTE: Data for "User" rows are for all those age 25 or over calling or contacted between October 1, 1973, and September 30, 1974. Population values are based on the 1970 Census.

[a] Based on a 20% sample of the population of those age 25 or over.

[b] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" minus User "No Response."

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 65: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Race

Type of Service		No Response	White	Black	American Indian	Other	Total
Population	*Number*(a)	*0*	*235082*	*343*	*2167*	*315*	*237,907*
	Percent	*.00*	*98.81*	*.14*	*.91*	*.13*	*100.00*
Basic I & R:							
User	*Number*	33	853	1	8	4	899
	Percent (b)	3.67	98.50	.12	.92	.46	100.00
Difference Between Percents(c)		3.67	–.31	–.02	.01	.33	.00
Outreach Service Given:							
User	*Number*	30	1,436	0	13	2	1,481
	Percent	2.03	98.97	.00	.90	.14	100.00
Difference Between Percents		2.03	.16	–.14	–.01	.01	.00
Outreach Extended Interview:							
User	*Number*	15	3,220	0	12	1	3,248
	Percent	.46	99.60	.00	.37	.03	100.00
Difference Between Percents		.46	.79	–.14	–.54	–.10	.00
Brief PR:							
User	*Number*	2	763	0	0	0	765
	Percent	.26	100.00	.00	.00	.00	100.00
Difference Between Percents		.26	1.19	–.14	–.91	–.13	.00

NOTE: Data reported in the "User" rows are for the time period October 1, 1973, through September 30, 1974. Population values are based on the 1970 Census.

[a] Based on a 100% sample of the population.

[b] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" minus "No Response."

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 66: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Whether or Not a Recipient of Social Security Benefits

Social Security Recipient?	Basic I & R		Outreach Service Given		Outreach Extended Interview		Brief PR	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Yes	278	20.9	880	57.5	1,800	55.3	191	24.9
No	1,053	79.1	651	42.5	1,453	44.7	575	75.1
TOTAL	1,331	100.0	1,531	100.0	3,253	100.0	766	100.0

NOTE: Data reported in this table are for the time period October 1, 1973, through September 30, 1974, for all respondents completing an IRUS who were private individuals calling for themselves.

Table 67: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Living Arrangements

Living Arrangements	Basic I & R		Outreach Service Given		Outreach Extended Interview		Brief PR	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Lives with Family	887	75.6	1,007	67.4	2,362	73.0	630	84.4
Lives Alone	247	21.1	469	31.4	845	26.1	113	15.2
Lives with Unrelated Person	27	2.3	14	.9	23	.7	3	.4
Other Living Arrangements	12	1.0	3	.2	5	.2	0	.0
TOTAL	1,173		1,493		3,235		746	

NOTE: Data reported in this table are for the time period October 1, 1973, through September 30, 1974, for all respondents completing an IRUS who were private individuals calling for themselves.

Table 68: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Service Need, by Service Categories

Service Category	Total				Basic I & R(b)			Outreach I & R(b)			Basic I & R 4/73–9/73			Basic I & R 10/73–3/74			Outreach I & R 10/73–3/74			Basic I & R 4/24–9/74			Outreach I & R 4/74–9/74		
	Total(a)	Percent Total	Cum Percent	Rank	Number	Percent Total(c)	Rank	Number	Percent Total(c)	Rank	Number	Percent	Rank	Number	Percent	Rank	Number	Percent	Rank	Number	Percent	Rank	Number	Percent	Rank
10-00-00 Government	1,103	18.8	18.8	1	523	21.9	1	515	23.4	1	65	11.7	2	237	20.6	1	245	31.8	1	286	14.7	1	270	18.6	2
08-00-00 Financial	721	12.3	31.1	2	265	11.1	2	421	19.1	2	36	6.3	5	85	7.4	3	123	16.0	2	180	9.3	2	298	20.6	1
31-00-00 Phone Number	386	6.6	37.7	3	306	*	*	5	*	*	75	13.5	1	144	12.5	2	2	.3	17.5	162	8.3	3	3	.2	23
17–00–00 Medical	371	6.3	44.0	4	157	6.6	4	183	8.3	3	31	5.6	7	58	5.0	7	52	6.7	5	99	5.1	8	131	9.0	3
13-00-00 Insurance	315	5.4	49.4	5	125	5.2	7	170	7.7	4	20	3.6	12	50	4.3	8	80	10.4	3	75	3.9	11	90	6.2	5
02-00-00 Consumer Protection	302	5.1	54.5	6	206	8.6	3	71	3.2	10.5	25	4.5	9	80	6.9	4	22	2.8	9.5	126	6.5	5	49	3.4	10
15-00-00 Legal	291	5.0	59.5	7	141	5.9	6	120	5.4	6	30	5.4	8	47	4.1	10	18	2.3	12	94	4.8	9	102	7.0	4
05-00-00 Employment	273	4.6	64.1	8	154	6.5	5	73	3.3	9	46	8.3	3	48	4.2	9	26	3.4	8	106	5.5	6	47	3.2	11
09-00-00 Food	251	4.3	68.4	9	106	4.4	10	136	6.1	5	10	1.8	18	40	3.5	11	55	7.1	4	66	3.4	13.5	80	5.5	6
32-00-00 Address	248	4.2	72.6	10	202	*	*	4	*	*	42	7.6	4	68	5.9	5	2	.3	17.5	134	6.9	4	2	.1	25.5
07-00-00 Family	213	3.6	76.2	11	83	3.5	13	113	5.1	7	17	3.1	13.5	35	3.0	12	34	4.4	7	48	2.5	17	79	5.4	7
18-00-00 Recreation	198	3.4	79.6	12	117	4.9	8	57	2.6	12	24	4.3	10.5	15	1.3	19	7	.9	15	102	5.2	7	50	3.4	8.5
04-00-00 Education	195	3.2	82.8	13	107	4.5	9	71	3.2	10.5	17	3.1	13.5	28	2.4	14	21	2.7	11	79	4.1	10	50	3.4	8.5
12-00-00 Housing	193	3.3	86.1	14	91	3.8	11	78	3.5	8	24	4.3	10.5	25	2.2	15	37	4.8	6	66	3.4	13.5	41	2.8	12
33-00-00 Other	166	2.8	88.9	15	131	*	*	2	*	*	33	6.0	6	60	5.2	6	0		24	71	3.7	12	2	.1	25.5
19-00-00 Transportation	153	2.6	91.5	16	90	3.8	12	49	2.2	13	14	2.5	16	29	2.5	13	22	2.8	9.5	61	3.1	15	27	1.9	13.5
06-00-00 Environmental Health	108	1.8	93.3	17	61	2.6	14	36	1.6	14	11	2.0	17	20	1.7	17	9	1.2	13.5	41	2.1	18	27	1.9	13.5
34-00-00 Non-I & R Info	82	1.4	94.7	18	72	*	*	4	*	*	6	1.1	20	16	1.4	18	1	.1	20	56	2.9	16	3	.2	23
22-00-00 Well Person	74	1.3	96.0	19	49	2.1	15	10	.4	20	15	2.7	15	24	2.1	16	4	.5	16	25	1.3	19	6	.4	19
01-00-00 Clothing	46	.8	96.8	20	19	.8	18	26	1.2	15	3	.5	21.5	11	1.0	21	1	.1	20	8	.4	23	25	1.7	15
21-00-00 Volunteerism	46	.8	97.6	21	26	1.1	16	13	.6	19	7	1.3	19	12	1.0	20	9	1.2	13.5	14	.7	22	4	.3	21
11-00-00 Household Essentials	41	.7	98.3	22.5	17	.7	19	23	1.0	16	1	.2	23.5	2	.2	25.5	0		24	15	.8	21	23	1.6	16
20-00-00 Veterinary	41	.7	99.0	22.5	24	1.0	17	14	.6	18	3	.5	21.5	7	.6	22	0		24	17	.9	20	14	1.0	18
14-00-00 Law Enforcement	30	.5	99.5	24	10	.4	20	20	.9	17	0		25.5	5	.4	23	1	.1	20	5	.3	24.5	19	1.3	17
03-00-00 Disasters	11	.2	99.7	25	5	.2	22	5	.2	21	1	.2	23.5	4	.4	24	0		24	1	.0	26	5	.3	20
16-00-00 Life & Death Emergency	10	.2	100.0	26	7	.3	21	3	.1	22	0		25.5	2	.2	25.5	0		24	5	.3	24.5	3	.2	23
TOTAL	5,870				(2,383)(d)			(2,206)(d)			556			1,152			771			1,942			1,450		

NOTE: Data reported in this table are for private individuals calling for themselves, and are based on problem-service codes not individuals. Callers having two or more codes will be counted more than once.

a Basic and Outreach I & R for time period April 1973, through September 1974.

b For time period October 1, 1973 through September 30, 1974.

c Percentages are calculated on the basis of the asterisk (*) data being dropped from the tabulations.

d Total does not include frequencies for Categories 31-34.

Table 69: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Service Need, By Category and Service

Category & Service Requested	Total[(a)]			Basic I & R[(b)]			Outreach I & R[(b)]			Basic I & R 4/73–9/73		Basic I & R 10/73–3/74		Outreach I & R 10/73–3/74		Basic I & R 4/74–9/74		Outreach I & R 4/74–9/74	
	Total	Percent	Cum. Percent	Number	Percent	Cum. Percent	Number	Percent	Cum. Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
10-00-11 Government Information	741	16.2	16.2	404	17.0	17.0	311	14.1	14.1	26	6.5	184	23.9	170	22.2	220	14.4	141	9.8
08-00-23 Financial Supplemental Sec. Income	422	9.2	25.4	133	5.6	22.6	289	13.1	27.2	0		30	3.5	61	8.0	103	6.8	228	15.8
09-00-04 Food Food Stamp Program	149	3.2	28.6	47	2.0	24.6	97	4.4	31.6	5	1.2	20	2.3	38	5.0	27	1.8	59	4.1
15-00-06 Legal Information	132	2.9	31.5	65	2.7	27.3	50	2.3	33.9	17	4.3	25	2.9	9	1.2	40	2.6	41	2.8
10-00-05 Government Ass't in Preper. Taxes	128	2.8	34.3	18	.8	28.1	109	4.9	38.8	1	.2	17	2.0	26	3.4	1	.1	83	5.8
13-00-01 Insurance Adv./Counc. on Adeq. Insurance Coverage	109	2.4	36.7	23	1.0	29.1	79	3.6	42.4	7	1.8	12	1.4	65	8.5	11	.7	14	1.0
10-00-04 Government Ass't in Obt. Licenses & other Govt. Records	103	2.2	38.9	30	1.3	30.4	60	2.7	45.1	13	3.3	10	1.2	32	4.2	20	1.3	28	1.9
15-00-07 Legal Assistance	83	1.8	40.7	31	1.3	31.7	49	2.2	47.3	3	.8	7	.8	2	.3	24	1.6	47	3.3
02-00-19 Consmr. Protec. Information	82	1.8	42.5	72	3.0	34.7	4	.2	47.5	6	1.5	16	1.8	1	.1	56	3.7	3	.2
17-00-17 Medical Financial Ass't	60	1.3	43.8	18	.8	35.5	39	1.8	49.3	3	.8	10	1.2	22	2.9	8	.5	17	1.2
05-00-13 Employment Info., Opportunities	59	1.3	45.1	22	.9	36.4	29	1.3	50.6	8	2.0	6	.7	12	1.6	16	1.0	17	1.2
06-00-06 Envir. Health Info. on Envir. Hazards	53	1.1	46.2	33	1.4	37.4	16	.7	51.3	4	1.0	13	1.5	5	.6	20	1.3	11	.8

NOTE: Data reported in this table are for private individuals calling for themselves, and are based on problem-service codes not individuals. Callers having two or more codes are counted more than once.

[a] Data are for private individuals calling for themselves between April 1, 1973, and September 30, 1974.

[b] Data are for private individuals calling for themselves between October 1, 1973, and September 30, 1974.

Table 70: Comparison of Basic I & R Users with Those Contacted by Outreach on the Basis of Service Need, by Category, Problem, and Service

Category, Problem Presented, and Service Requested	Total[a]			Basic I & R[b]			Outreach I & R[b]			Basic I & R 4/73–9/73		Basic I & R 10/73–3/74		Outreach I & R 10/73-3/74		Basic I & R 4/74–9/74		Outreach I & R 4/73–9/74	
	Total	Percent	Cum. Percent	Number	Percent	Cum. Percent	Number	Percent	Cum. Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
08-17-23 Financial Lack of Funds Supplemented Sec. Inc.	418	9.1	9.1	131	5.5	5.5	287	13.0	13.0	0		29	3.4	61	8.0	102	8.8	226	15.7
10-32-11 Government Social Security Information	304	6.6	15.7	136	5.7	11.2	160	7.2	20.2	8	2.0	64	7.4	89	11.6	72	4.7	71	4.9
10-63-11 Government Property Taxes Information	161	3.5	19.2	57	2.4	13.6	103	4.7	24.9	1	.2	42	4.9	72	9.4	15	1.0	31	2.2
10-63-06 Government Property Taxes Ass.t in prepar. taxes	121	2.6	21.8	14	.6	14.2	106	4.8	29.7	1	.2	14	1.6	23	3.0	0		83	5.8
13-16-01 Insurance Disab./Soc. Sec. Adv/Coun Adeq cover.	80	1.7	23.5	10	.4	14.6	68	3.1	32.8	2	.5	9	1.0	62	8.1	1	.1	6	.4
09-01-04 Food Lack of Adq. Food Food Stamp Program	77	1.7	25.2	36	1.5	16.1	38	1.7	34.5	3	.8	13	1.5	25	3.3	23	1.5	13	.9
10-32-04 Government Social Security Assistance Obtaining	58	1.3	26.5	7	.3	16.4	50	2.3	36.8	1	.2	4	.5	30	3.9	3	.2	20	1.4
09-02-04 Food Management/Fd Money Food Stamp Program	54	1.2	27.7	9	.4	16.8	43	2.0	38.8	2	.5	5	.6	3	.4	4	.3	40	2.8
10-65-11 Government State Income Taxes Information	32	.7	28.4	28	1.2	18.0	3	.1	38.9	1	.2	11	1.3	0		17	1.1	3	.2
10-60-11 Government Federal Inc. Taxes Information	31	.7	29.1	27	1.1	19.1	4	.2	39.1	0		17	2.0	3	.4	10	.7	1	.1
19-08-30 Transportation Health Care Volunteer Services	27	.6	29.7	16	.7	19.8	11	.5	39.6	0		8	.9	6	.8	8	.5	5	.4
15-16-07 Legal Wills Legal Assistance	24	.5	30.2	1	.0	19.8	23	1.0	40.6	0		0		0		1	.1	23	1.6

NOTE: Data reported in this table are for private individuals calling for themselves, and are based on problem-service codes not individuals. Callers having two or more codes are counted more than once.

[a] Data are for private individuals calling for themselves between April 1, 1973, and September 30, 1974.

[b] Data are for private individuals calling for themselves between October 1, 1973, and September 30, 1974.

Table 71: Proportion of Total Budgets Going to I & R Service in Three Centers Providing Outreach

Center	Total Budget[a]			Percent Paid Staff Time			Salaries & Fringe Benefits[c]	Proportionate Salary[d]			Overhead Rate[e]	Overhead Cost[f]			Service Salary Plus Overhead Cost[g]		
	Total	Basic I & R	Outreach	Direct Service[b]	Basic I & R	Outreach		Direct Service	Basic I & R	Outreach		Sal. for Direct Service	Sal. for Basic I & R	Sal. for Outreach	Direct Service	Basic I & R	Outreach
Cashton (04)	$42,760	$24,322	$18,438	49.9	11.4	38.5	$26,632	$13,289	$3,036	$10,253	60.6	$8,053	$1,840	$6,123	$21,342	$4,876	$16,466
Ashland (06)	56,943	27,223	29,720	52.0	14.6	37.4	40,340	20,977	5,890	15,087	41.2	8,643	2,427	6,216	29,620	8,317	21,303
Oconto (07)	50,942	24,117	26,825	56.1	8.9	47.2	34,131	19,147	3,038	16,110	49.3	9,439	1,498	7,942	28,536	4,536	24,052
TOTAL	$150,645	$75,662	$74,983	52.8	11.7	41.0	$101,103	$53,382	$11,829	$41,452	41.7	$26,157	$5,796	$20,311	$79,539	$17,625	$61,763

NOTE: These data are based on all costs reported during the time period between October 1, 1973, and September 30, 1974.

[a] Includes all costs (salary, fringe benefits, rent, supplies, etc.).

[b] Total time for both basic I & R and Outreach service.

[c] For all paid staff including those giving outreach.

[d] The product of the corresponding "Percent Paid Staff Time" times "Salaries and Fringe Benefits."

[e] A ratio, reported as a percent calculated according to the formula: $\frac{\text{(Total Costs)} - \text{(Total Salary and Fringe Benefit Costs)}}{\text{(Total Salary and Fringe Benefit Costs)}}$

E.g., for Center 04, overhead rate = $\frac{(\$42,760) - (\$26,632)}{(\$26,632)} = 60.6\%$

The overhead rate is used to distribute indirect costs such as rent, supplies, etc. proportionately across various program activities for which staff salaries are paid.

[f] The product of the overhead rate times the values in the "Proportionate Salary " columns.

[g] The sum of the "Overhead Costs" columns and the "Proportionate Salary" columns.

Table 72: Unit Cost of Basic I & R and Outreach in The Three Centers Providing Outreach

	Service Salary Plus Overhead Costs			Cost Per Unit of I & R Service							
Center	**Direct Service**	**Basic I & R**	**Outreach**	**Total Contacts**	**Unit Cost**	**Basic I&R Contacts**	**Unit Cost**	**Outreach Contacts**	**Unit Cost**	**Outreach I & R Contacts**	**Unit Cost**
Cashton (04)	$21,342	$4,876	$16,466	8,676	$2.46	965	$5.05	7,711	$2.14	433	$38.03
Ashland (06)	29,620	8,317	21,303	10,010	2.96	1,592	5.22	8,418	2.63	732	29.10
Oconto (07)	28,586	4,536	24,052	7,515	3.80	745	6.09	6,770	3.55	490	49.09
TOTAL	$79,539	$17,625	$61,763	26,201	$3.04	3,302	$5.34	22,899	$2.70	1,655	$37.32

NOTE 1: These data are based on all contacts and costs during the time period between October 1, 1973, through September 30, 1974.

NOTE 2: Unit cost is obtained by dividing the values in the first three columns by the corresponding number of contacts in the remaining columns.

Table 73: Persons Contacted Through Outreach Who Had Not Heard of WIS Previously

Heard of WIS Prior to Outreach Contact		Brief PR			Extended Interview			Outreach I & R			Total		
		10/73–3/74	**4/74–9/74**	**Subtotal**	**10/73–3/74**	**4/74–9/74**	**Subtotal**	**10/73–3/74**	**4/74–9/74**	**Subtotal**	**10/73–3/74**	**4/74–9/74**	**Total**
No	*Number*	55	580	635	710	1,276	1,986	374	531	905	1,139	2,387	3,526
	Percent	53.9	87.4	82.9	56.2	64.1	61.0	68.0	54.4	59.1	59.4	65.7	63.5
Yes	*Number*	34	68	102	414	676	1,090	120	404	524	568	1,148	1,716
	Percent	33.3	10.2	13.3	32.8	34.0	33.5	21.7	41.4	34.2	29.6	31.6	30.9
No Response	*Number*	13	16	29	139	38	177	60	42	102	212	96	308
	Percent	12.8	2.4	3.8	11.0	1.9	5.4	10.8	4.3	6.7	11.0	2.6	5.6
TOTAL	*Number*	102	664	766	1,263	1,990	3,253	554	977	1,531	1,919	3,631	5,550
	Percent	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

NOTE: Data are for all persons contacted through outreach for whom I & R User Surveys were available.

Table 74: How Persons Receiving I & R Through Outreach Contact Heard of WIS

Publicity Source		Cashton Center (04)			Ashland Center (06)			Oconto Center (07)			Total		
		10/73–3/74	4/74–9/74	Subtotal	10/73–3/74	4/74–9/74	Subtotal	10/73–3/74	4/74–9/74	Subtotal	10/73–3/74	4/74–9/74	Total
WIS Outreach	*Number*	103	169	272	296	345	641	65	378	443	464	892	1,356
	Percent	62.8	86.2	75.5	93.6	94.7	94.2	100.0	97.6	98.0	85.1	94.1	90.8
Radio	*Number*	20	41	61	0	23	23	14	131	145	34	195	229
	Percent	12.1	20.9	16.9		6.3	3.3	21.5	33.8	32.0	6.2	20.2	15.3
Family or Friend	*Number*	14	15	29	10	22	32	9	157	166	33	194	227
	Percent	8.5	7.6	8.0	3.1	6.0	4.7	13.8	40.5	36.7	6.0	20.4	15.2
Newspaper	*Number*	21	23	44	3	25	28	4	144	148	28	192	220
	Percent	12.8	11.7	12.2	.9	6.8	4.1	6.1	37.2	32.7	5.1	20.2	14.7
Poster or Sticker	*Number*	7	9	16	5	10	15	7	97	104	19	116	135
	Percent	4.2	4.5	4.4	1.5	2.7	2.2	10.7	25.0	23.0	3.4	12.2	9.0
TV	*Number*	3	3	6	3	17	20	9	90	99	15	110	125
	Percent	1.8	1.5	1.6	.9	4.6	2.9	13.8	23.2	21.9	2.7	11.6	8.3
Agency or Facility	*Number*	4	10	14	1	3	4	0	56	56	5	69	74
	Percent	2.4	5.1	3.8	.3	.8	.2		14.4	12.3	.9	7.2	4.9
Handbill	*Number*	24	6	30	0	2	2	1	10	11	25	18	43
	Percent	14.6	3.0	8.3		.5	.5	1.5	2.5	2.4	4.5	1.9	2.8
Telephone Book	*Number*	0	0	0	0	0	0	1	19	20	1	19	20
	Percent							1.5	4.9	4.4	.1	2.0	1.3
Other	*Number*	32	12	44	0	4	4	0	2	2	32	18	50
	Percent	19.5	6.1	12.2		1.1	.6		.5	.4	5.9	1.9	3.4
No Response	*Number*	5	10	15	17	13	30	0	5	5	22	28	50
	Percent	3.0	5.1	4.1	5.3	3.5	4.4		1.2	1.1	4.0	2.9	3.3
TOTAL	*Number*	164	196	360	316	364	680	65	387	452	545	947	1,492

NOTE: Data presented are based on persons contacted through outreach who received I & R services and completed an I & R Users Survey. Respondents may have indicated more than one publicity source. Percentages are based on number of people, so totals may exceed 100%.

Table 75: How Basic I & R User Heard of WIS

		Cashton Center (04)					Ashland Center (06)					Oconto Center (07)					Total				
Publicity Source		**4/73 9/73**	**10/73 3/74**	**4/74 9/74**	**Subtotal**	**Post Demo**[(a)]	**4/73 9/73**	**10/73 3/74**	**4/74 9/74**	**Subtotal**	**Post Demo**	**4/73 9/73**	**10/73 3/74**	**4/74 9/74**	**Subtotal**	**Post Demo**	**4/73 9/73**	**10/73 3/74**	**4/74 9/74**	**Subtotal**	**Post Demo**
Family or Friend	*Number*	16	22	19	57	21	24	57	96	177	38	7	13	20	40	9	47	92	135	274	68
	Percent	25.8	21.5	14.9	19.5	28.3	20.3	28.0	26.5	25.9	30.4	26.9	22.0	18.0	20.4	18.7	22.8	25.2	22.5	23.4	27.5
Newspaper	*Number*	8	11	11	30	3	27	30	74	131	17	8	12	24	44	2	43	53	109	205	22
	Percent	12.9	10.7	8.6	10.3	4.0	22.8	14.7	20.4	19.1	13.6	30.7	20.3	21.6	22.4	4.1	20.8	14.5	18.1	17.5	8.9
WIS Outreach	*Number*	0	14	44	62	5	0	35	56	92	8	0	3	18	21	5	0	52	118	175	18
	Percent		13.7	34.6	21.3	6.7		17.2	15.4	13.4	6.4		5.0	16.2	10.7	10.4		14.2	19.6	14.9	7.2
Radio	*Number*	8	21	30	59	23	23	16	39	78	32	3	6	10	19	3	34	43	79	156	58
	Percent	12.9	20.5	23.6	20.2	31.0	19.4	7.8	10.7	11.4	25.6	11.5	10.1	9.0	9.6	6.2	16.5	11.8	13.1	13.3	23.4
Agency or Facility	*Number*	23	10	10	43	10	26	15	37	78	21	6	3	14	23	2	55	28	61	144	33
	Percent	37.0	9.8	7.8	14.7	13.5	22.0	7.3	10.2	11.4	16.8	23.0	5.3	12.6	11.7	4.1	26.6	7.6	10.1	12.3	13.3
Telephone Book	*Number*	2	5	0	7	0	9	15	40	64	7	0	4	7	11	2	11	24	47	82	9
	Percent	3.2	4.9		2.4		7.6	7.3	11.0	9.3	5.6		6.7	6.3	5.6	4.1	5.3	6.5	7.8	7.0	3.6
Poster or Sticker	*Number*	7	11	8	26	8	5	9	23	37	8	0	4	6	10	1	12	24	37	73	17
	Percent	11.2	10.7	6.2	8.9	10.8	4.2	4.4	6.3	5.4	6.4		6.7	5.4	5.1	2.0	5.8	6.5	6.1	6.2	6.8
TV	*Number*	1	0	2	3	0	15	11	35	61	11	1	3	5	9	2	17	14	42	73	13
	Percent	1.6		1.5	1.0		12.7	5.4	9.6	8.9	8.8	3.8	5.0	4.5	4.5	4.1	8.2	3.8	7.0	6.2	5.2
Handbill	*Number*	5	12	6	23	5	4	11	13	28	4	1	4	9	14	8	10	27	28	65	17
	Percent	8.0	11.7	4.7	7.9	6.7	3.3	5.4	3.5	4.0	3.2	3.8	6.7	8.1	7.1	16.6	4.8	7.4	4.6	5.5	6.8
Other	*Number*	9	3	3	11	0	6	6	9	20	1	1	7	3	11	2	16	16	15	42	3
	Percent	14.4	2.9	2.3	3.7		5.0	2.9	2.4	2.9	.8	3.8	11.8	2.7	5.6	4.1	7.7	4.3	2.5	3.5	1.2
No Response	*Number*	9	27	27	63	17	10	35	28	73	15	1	9	20	30	19	20	71	75	166	51
	Percent	14.5	26.4	21.2	21.6	22.9	8.4	17.2	7.7	10.6	12.0	3.8	15.2	18.0	15.3	39.5	9.7	19.5	12.5	14.1	20.6
TOTAL	*Number*	62	102	127	291	74	118	203	362	683	125	26	59	111	196	48	206	364	600	1,170	247

NOTE: Data presented are based on all private individuals calling for themselves between the time period of April 1, 1973, and September 30, 1974, who completed an I & R User Survey. Respondents may have indicated more than one publicity source. Percentages are based on number of people, so totals may exceed 100%.

[a] The three month period (10/74 through 12/74) following the demonstration period.

Table 76: Comparison Between Basic I & R Users and Those Contacted by Outreach with Regard to Ease of Finding Help

Ease of Finding Help	Total		Basic I & R 10/73–9/74		Outreach 10/73–9/74		Basic I & R 4/73–9/73		Basic I & R 10/73–3/74		Outreach 10/73–3/74		Basic I & R 4/74–9/74		Outreach I&R 4/74–9/74	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Difficult to have found help	827	59.1	582	62.6	105	38.9	140	70.3	234	66.6	44	41.5	348	60.1	61	37.1
Could not have found help	512	36.5	309	33.2	156	57.8	47	23.6	99	28.2	58	54.7	210	36.2	98	59.7
Could have found help easily	60	4.2	39	4.2	9	3.3	12	6.0	18	5.1	4	3.7	21	3.6	5	3.0
TOTAL	1,399		930		270		199		351		106		579		164	

NOTE: Non-respondents were dropped from the computations in this table.

Table 77: Comparison Between Basic I & R Users and Those Contacted by Outreach with Regard to Whether or Not They Contacted the Recommended Facility

Caller Contacted Facility	Total		Basic I & R 10/73–9/74		Outreach 10/73–9/74		Basic I & R 4/73–9/73		Basic I & R 10/73–3/74		Outreach 10/73–3/74		Basic I & R 4/74–9/74		Outreach I&R 4/74–9/74	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Yes	1,031	75.2	686	75.3	207	77.2	138	71.5	253	74.2	95	88.8	433	76.0	112	69.6
No	341	24.8	225	24.7	61	22.8	55	28.5	88	25.8	12	11.2	137	24.0	49	30.4
TOTAL	1,372		911		268		193		341		107		570		161	

NOTE: Non-respondents were dropped from the computations in this table.

Table 78: Comparison Between Basic I & R Users and Those Contacted by Outreach with Regard to Whether or Not They Received Help from the Recommended Facility

Was Caller Helped with Problems?	Total		Basic I & R 10/73–9/74		Outreach 10/73–9/74		Basic I & R 4/73–9/73		Basic I & R 10/73–3/74		Outreach 10/73–3/74		Basic I & R 4/74–9/74		Outreach I&R 4/74–9/74	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Yes—All	703	74.6	470	75.7	153	79.3	80	62.5	167	71.6	68	77.2	303	78.0	85	80.9
Yes—Some	188	19.9	118	19.0	36	18.6	34	26.5	47	20.1	18	20.4	71	18.2	18	17.1
No—None	51	3.0	33	5.3	4	2.1	14	10.9	19	8.1	2	2.2	14	3.6	2	1.9
TOTAL	942		621		193		128		233		88		388		105	

NOTE: Non-respondents were dropped from the computations in this table.

Table 79: Comparison Between Basic I & R Users and Those Contacted by Outreach with Regard to Whether or Not the Recommended Facility Sent the Caller Elsewhere

	Total		Basic I & R		Outreach		Basic I & R		Basic I & R		Outreach		Basic I & R		Outreach I&R	
			10/73–9/74		10/73–9/74		4/73–9/73		10/73–3/74		10/73–3/74		4/74–9/74		4/74–9/74	
Sent Elsewhere	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Yes	114	12.2	84	13.6	7	3.8	23	18.1	33	14.1	5	6.4	51	13.2	2	1.9
No	814	87.7	535	86.4	175	96.2	104	81.8	201	85.8	73	93.5	334	86.7	102	98.0
TOTAL	928		619		182		127		234		78		385		104	

NOTE: Non-respondents were dropped from the computations in this table.

Table 80: Comparison Between Basic I & R Users and Those Contacted by Outreach with Regard to Evaluation of WIS Service

	Total		Basic I & R		Outreach		Basic I & R		Basic I & R		Outreach		Basic I & R		Outreach I&R	
			10/73–9/74		10/73–9/74		4/73–9/73		10/73–3/74		10/73–3/74		4/74–9/74		4/74–9/74	
Rating of Service	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Excellent	1,088	76.9	764	81.4	186	68.4	138	67.9	272	77.7	67	60.9	492	83.5	119	73.4
Good	280	19.8	149	15.9	81	29.8	50	24.6	63	18.0	42	38.1	86	14.6	39	24.0
Fair	31	2.1	18	1.9	2	.7	11	5.4	9	2.5	0		9	1.5	2	1.2
Poor	15	1.0	8	.8	3	1.1	4	1.9	6	1.7	1	.9	2	.3	2	1.2
TOTAL	1,414		939		272		203		350		110		589		162	

NOTE: Non-respondents were dropped from the computations in this table.

CHAPTER 8: Involving Community Members in the Program

Table 81: Paid and Volunteer Staff Members by Professional Levels

	Paid		Volunteer		Total	
Professional Levels	**Number**	**Percent(a)**	**Number**	**Percent(b)**	**Number**	**Percent(c)**
1(d)	8	5.7	16	5.2	24	5.4
2(e)	25	17.9	41	13.4	66	14.8
3(f)	63	45.0	131	42.7	194	43.4
4(g)	44	31.4	119	38.8	163	36.5
TOTAL	140	31.3(c)	307	68.7(c)	447	100.0

[a] Percent of Paid Staff Members.

[b] Percent of Volunteer Staff Members.

[c] Percent of All Staff Members

[d] An individual with an advanced degree in counseling, social work, etc., who has had several years work experience in a helping field.

[e] An individual with a bachelor's degree in psychology, sociology, etc., who has had several years work experience in a helping field.

[f] An individual with a high school diploma (may have attended college, but not earned a bachelor's degree) and has less than three years' work experience in a helping field.

[g] An individual who has not graduated from high school and who has no work experience at all.

Table 82: Sources of Volunteer Help Most Frequently Contacted by Centers

College Students[a]
Community Action Agency
Housewives and other "unaffiliated" sources
Friends and relatives of center staff
Retired Senior Volunteer Programs (RSVP)
Neighborhood Youth Corps (NYC)
"Pride" participants
Work Incentives Program (WIN)
League of Women Voters
FISH
Volunteers in Vital Action (VIVA)
Economic Opportunity Council
Jaycettes
United Community Council Planning Committee
Up-Grade program
National Center for Voluntary Action
Senior citizen centers
County volunteer coordinators
Jewish Women's Council
HELP Line
American Association of Retired Persons (AARP)
Faculty wives
Action Volunteers
Craft center staff
Social workers' club

[a] In order of frequency contacted by centers 1–12.

Table 83: Proportion of Time Allocated to Various I & R Tasks by Paid and Volunteer Staff Members

	PAID				VOLUNTEER				TOTAL			
	4/73–9/73	10/73–3/74	4/74–9/74	Subtotal	4/73–9/73	10/73–3/74	4/74–9/74	Subtotal	4/73–9/73	10/73–3/74	4/74–9/74	Total
Number of Workers	63	64	64	101	112	81	95	212	175	146	159	313
Total Number of Hours	35,552	49,237	44,071	128,775	4,163	9,898	15,248	29,309	39,716	59,135	59,319	158,084
Percent of Total Hours	89.5	83.3	74.3	81.5	10.5	16.7	25.7	18.5	100.0	100.0	100.0	100.0
Objectives[a]												
Input–Maintenance												
VI-A-1: Gather Facility Info.	16.5	3.5	1.5	6.5	19.5	1.0	1.5	4.0	17.0	3.0	1.5	6.0
VI-A-3: Update Resource File	3.0	5.0	5.0	4.0	6.0	8.0	8.0	8.0	4.0	5.0	5.0	5.0
VII-A: Obtain Resources	2.0	2.0	2.0	2.0	2.0	3.0	1.0	1.0	2.0	2.0	2.0	2.0
Input–Signal												
III-D-1: Collect Data	.25	.25	.25	.25	(b)	(b)	(b)	(b)	.25	.25	.25	.25
VI-E: Collect Needs Data	.25	.25	.25	.25	(b)	(b)	(b)	(b)	.25	.25	.25	.25
VI-F: Collect Eval. Data	.25	.25	.25	.25	(b)	(b)	(b)	(b)	.25	.25	.25	.25
Encoding												
V-A: Advisory Board	1.0	1.0	1.0	1.0	(b)	(b)	(b)	(b)	1.0	1.0	1.0	1.0
V-B-1: Case-Finding (Outreach)	(b)	14.0	18.0	12.0	(b)	9.0	(b)	3.0	(b)	13.0	14.0	10.0
V-B-2: Publicity	5.0	4.0	4.0	4.0	4.0	6.0	3.0	4.0	5.0	4.0	4.0	4.0
VI-A-2: Set Up Resource Files	16.5	3.5	1.5	6.5	19.5	1.0	1.5	4.0	17.0	3.0	1.5	6.0
VI-B: Facility Interest	2.0	2.0	2.0	2.0	1.0	1.0	(b)	1.0	2.0	2.0	2.0	2.0
Maintenance/Custodial												
III-C-I: Training–Giving	1.0	2.0	2.0	2.0					1.0	2.0	1.0	1.0
Training–Receiving	2.0	3.0	1.0	2.0	9.0	8.0	4.0	6.0	3.0	4.0	2.0	3.0
III-C-2: Supervision–Giving	3.0	4.0	4.0	4.0	4.0	5.0	3.0	4.0	3.0	4.0	4.0	4.0
Supervision–Receiving	6.0	5.0	4.0	5.0	6.0	5.0	3.0	4.0	6.0	5.0	4.0	5.0
III-C-3: Feedback (Evaluation)	(b)	(b)	(b)	(b)	(b)	1.0	(b)	(b)	(b)	(b)	(b)	(b)
VII-B: Clerical Support	8.0	8.0	8.0	8.0	17.0	12.0	17.0	15.0	9.0	9.0	10.0	9.0
VII-C: Maintain Offices	8.0	5.0	5.0	6.0	8.0	2.0	1.0	2.0	8.0	5.0	5.0	5.0
VII-D: Miscellaneous	7.0	15.0	12.0	12.0	1.0	17.0	23.0	19.0	7.0	15.0	15.0	13.0
Decoding												
III-D-2: Analyze Data	(b)	(b)	(b)	(b)	(b)	(b)	.5	(b)	(b)	(b)	(b)	(b)
IV-B: Policy Reports	1.0	2.0	1.0	1.0	(b)	(b)	(b)	(b)	1.0	2.0	(b)	1.0
V-C: Operations Reports	.25	.25	.25	.25	(b)	(b)	.5	(b)	.25	.25	.25	.25
Output												
VI-D-1: Information-Giving & VI-D-2: Referral	16.0	20.0	27.0	22.0	2.0	19.0	30.0	22.0	15.0	20.0	28.0	22.0
VI-D-3: Follow-through			1.0	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)
VI-D-4: Escort/Transportation		1.0	1.0	1.0	(b)	2.0	3.0	2.0	(b)	1.0	2.0	1.0

NOTE: Percentages may not sum to 100.0% due to rounding error.

[a] See Table 3.

[b] Less than .1%.

Table 84: Proportion of Time Allocated to Various I & R Tasks by Staff Members at Four Professional Levels

	Professional Level 1 (a)				Professional Level 2 (a)				Professional Level 3 (b)				Professional Level 4 (a)				Total			
	4/73–9/73	10/73–3/74	4/74–9/74	Subtotal	4/73–9/73	10/73–3/74	4/74–9/74	Subtotal	4/73–9/73	10/73–3/74	4/74–9/74	Subtotal	4/73–9/73	10/73–3/74	4/74–9/74	Subtotal	4/73–9/73	10/73–3/74	4/74–9/74	Total
Number of Workers	47	63	81	121	93	54	47	129	29	20	18	45	5	8	12	18	175 (b)	145	159 (b)	313 (b)
Total Number of Hours	13,236	22,128	25,593	60,954	17,987	24,547	20,545	62,997	7,703	10,602	10,860	29,165	784	1,857	2,321	4,963	39,716	59,135	59,319	158,084
Percent of Total Hours (c)	33.3	37.4	43.1	38.6	45.3	41.5	34.6	39.8	19.4	17.9	18.3	18.4	2.0	3.1	3.9	3.1	100.0	100.0	100.0	100.0
Objectives (d)																				
Input—Maintenance																				
VI-A-1: Gather Facility Info.	15.0	1.5	1.5	4.5	16.5	3.5	1.5	6.5	21.5	3.5	1.0	7.5	3.0	1.0	(e)	1.0	17.0	3.0	1.5	16.0
VI-A-3: Update Resource File	6.0	7.0	9.0	8.0	2.0	4.0	3.0	3.0	3.0	4.0	2.0	3.0	1.0	3.0	1.0	2.0	4.0	5.0	5.0	5.0
VII-A: Obtain Resources	2.0	1.0	1.0	2.0	2.0	2.0	3.0	2.0	(e)	1.0	(e)	1.0	5.0	1.0	(e)	1.0	2.0	2.0	2.0	2.0
—Signal																				
III-D-1: Collect Data	.25	.25	.25	.25	.25	.25	.25	.25	.25	.5	.25	.25	.75	(e)	(e)	.25	.25	.25	.25	.25
VI-E: Collect Needs Data	.25	.25	.25	.25	.25	.25	.25	.25	.25	.5	.25	.25	.75	(e)	(e)	.25	.25	.25	.25	.25
VI-F: Collect Eval. Data	.25	.25	.25	.25	.25	.25	.25	.25	.25	.5	.25	.25	.75	(e)	(e)	.25	.25	.25	.25	.25
Encoding																				
V-A: Advisory Board	(e)	1.0	(e)	(e)	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	4.0	2.0	3.0	1.0	1.0	1.0	1.0
V-B-1: Case-Finding (Outreach)	(e)	19.0	17.0	14.0	(e)	11.0	10.0	8.0	(e)	9.0	16.0	9.0	(e)	(e)	(e)	(e)	(e)	13.0	14.0	10.0
V-B-2: Publicity	4.0	4.0	3.0	3.0	6.0	3.0	4.0	4.0	5.0	4.0	4.0	4.0	16.0	12.0	12.0	13.0	5.0	4.0	4.0	4.0
VI-A-2: Set Up Resource File	15.0	1.5	1.5	4.5	16.5	3.5	1.5	6.5	21.5	3.5	1.0	7.5	3.0	1.0	(e)	1.0	17.0	3.0	1.5	6.0
VI-B: Facility Interest	1.0	(e)	(e)	(e)	3.0	3.0	3.0	3.0	2.0	3.0	2.0	2.0	4.0	6.0	3.0	5.0	2.0	2.0	2.0	2.0
Maintenance/Custodial																				
III-C-1: Training—Giving	(e)	1.0	1.0	1.0	1.0	2.0	2.0	2.0	(e)	1.0	1.0	1.0	2.0	2.0	2.0	2.0	1.0	2.0	1.0	1.0
Training—Receiving	2.0	5.0	3.0	3.0	4.0	3.0	2.0	3.0	3.0	4.0	1.0	2.0	(e)	1.0	(e)	1.0	3.0	4.0	2.0	3.0
III-C-2: Supervision—Giving	1.0	1.0	1.0	1.0	5.0	6.0	5.0	5.0	2.0	4.0	4.0	3.0	8.0	5.0	9.0	7.0	3.0	4.0	4.0	4.0
Supervision—Receiving	6.0	6.0	4.0	6.0	5.0	5.0	4.0	5.0	8.0	6.0	2.0	5.0	7.0	3.0	1.0	3.0	6.0	5.0	4.0	5.0
III-C-3: Feedback (Evaluation)	(e)	(e)	(e)	(e)	(e)	1.0	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)
VII-B: Clerical Support	17.0	13.0	16.0	15.0	7.0	7.0	6.0	7.0	2.0	4.0	5.0	4.0	2.0	2.0	2.0	2.0	9.0	9.0	10.0	9.0
VII-C: Maintain Office	9.0	3.0	3.0	4.0	6.0	6.0	3.0	5.0	7.0	5.0	6.0	6.0	9.0	2.0	2.0	4.0	8.0	5.0	4.0	5.0
VII-D: Miscellaneous	5.0	15.0	14.0	13.0	7.0	15.0	15.0	13.0	8.0	14.0	17.0	14.0	12.0	11.0	9.0	10.0	7.0	15.0	15.0	13.0
Decoding Outputs																				
III-D-2: Analyze Data	(e)	(e)	(e)	(e)	(e)	.5	(e)	.5	(e)	(e)	(e)	(e)	(e)	(e)	2.0	1.0	(e)	(e)	(e)	(e)
IV-B: Policy Reports	1.0	2.0	(e)	2.0	1.0	2.0	(e)	1.0	(e)	1.0	(e)	(e)	5.0	(e)	1.0	1.0	1.0	2.0	(e)	1.0
V-C: Operations Reports	.25	.25	.25	.25	.25	.75	.25	.75	.25	.5	.25	.25	.75		2.0	1.25	.25	.25	.25	.25
Output																				
VI-D-1: Information-Giving & VI-D-2: Referral	15.0	18.0	22.0	19.0	14.0	17.0	32.0	21.0	15.0	27.0	30.0	25.0	18.0	44.0	46.0	41.0	15.0	20.0	28.0	22.0
VI-D-3: Follow-through	(e)	(e)	(e)	(e)	(e)	(e)	1.0	(e)	(e)	1.0	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)	(e)
VI-D-4: Escort/Transportation	(e)	1.0	1.0	1.0	(e)	(e)	1.0	(e)	(e)	2.0	3.0	2.0	(e)	1.0	4.0	2.0	(e)	1.0	2.0	1.0

NOTE: Percentages may not sum to 100.0% due to rounding error.

[a] See Table 81 for explanation of Professional Levels.

[b] Includes one or more individuals who were not classified according to professional level.

[c] Percentages are based on total for corresponding time periods.

[d] See Table 3.

[e] Less than .1%.

Table 85: Education and Work Experience Ratings for 130 Paid Center Staff, 144 Volunteers, and 12 Network Staff

	Percentage at Each Level		Number[a]
	Paid Center Staff	**Volunteers**	**State Office Staff**
Education:			
Less than high school	8%	12%	—
Completed high school	27	15	4 Persons
Some college	25	49	1
Completed college	31	13	1
Postgraduate	8	11	6
Work Experience—"Helping Professions"[b]			
None or less than one year	58	64	4
1–5 years	27	22	4
6–10 years	10	4	1
More than 10 years	5	10	3
Work Experience—Other			
None or less than one year	35	54	1
1–5 years	40	32	7
6–10 years	10	4	2
More than 10 years	15	10	2

[a] Because the number of state office staff is so small, percentages are not used in this column.

[b] E.g., teaching, counseling etc. The term "helping professions" was not precisely defined and was subject to interpretation by each worker who reported work experience.

Table 86: Amount of Time Spent by Paid and Volunteer Staff Members to Help Callers

Time Spent with caller	Paid		Volunteer		Total Paid & Volunteer		Professional Levels(a)								Total Professional Levels	
							Level 1		Level 2		Level 3		Level 4			
Hours Minutes	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1–5	10,112	39.2	2,340	28.0	12,452	36.5	626	35.8	545	39.3	7,976	39.3	1,057	32.1	10,204	38.2
6–10	6,642	25.8	2,719	32.6	9,361	27.4	609	34.8	346	25.0	4,814	23.7	1,094	33.2	6,863	25.7
11–15	3,328	12.9	1,491	17.9	4,819	14.1	259	14.8	145	10.5	2,666	13.1	456	13.8	3,526	13.2
16–20	1,931	7.5	703	8.4	2,634	7.7	148	8.5	109	7.9	1,564	7.7	246	7.5	2,067	7.7
21–25	722	2.8	254	3.0	976	2.9	19	1.1	42	3.0	639	3.2	81	2.5	781	2.9
26–30	1,086	4.2	375	4.5	1,461	4.3	53	3.0	95	6.8	865	4.3	170	5.2	1,183	4.4
31–35	176	.7	56	.7	232	.7	0	0	7	.5	167	.8	17	.5	191	.7
36–40	218	.8	48	.6	266	.8	1	.1	4	.3	204	1.0	20	.6	229	.9
41–45	375	1.4	106	1.3	481	1.4	6	.3	15	1.1	357	1.8	33	1.0	411	1.5
46–50	95	.4	13	.2	108	.3	0	0	4	.3	91	.4	6	.2	101	.4
51–55	35	.1	3	0	38	.1	0	0	1	.1	34	.2	1	0	36	.1
56–60	5	0	0	0	5	0	0	0	0	0	5	0	0	0	5	0
1 01–15	318	1.2	61	.7	379	1.1	10	.6	32	2.3	272	1.3	25	.8	339	1.3
1 16–30	146	.6	40	.5	186	.5	2	.1	8	.6	127	.6	19	.6	156	.6
1 31–45	119	.5	30	.4	149	.4	1	.1	5	.4	109	.5	13	.4	128	.5
1 46–60	59	.2	8	.1	67	.2	0	0	6	.4	50	.2	6	.2	62	.2
2 Plus	291	1.1	40	.5	331	1.0	2	.1	18	1.3	264	1.3	18	.6	302	1.1
No Response	133	.5	59	.7	192	.5	12	.7	4	.3	84	.4	35	1.1	135	.5
TOTAL Centers 1–13	25,791	100.0	8,346	100.0	34,137	100.0	1,748	100.0	1,386	100.0	20,288	100.0	3,297	100.0	26,719	100.0

NOTE I: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Recipients of program variation services are excluded from this bata base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 87: Number of Days Required for I & R Specialists to Help Callers as Reported by Paid and Volunteer Staff

	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[(a)] Level 1		Level 2		Level 3		Level 4		Total Professional Levels	
Days to Help Caller	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1	23,582	91.4	7,832	93.8	31,414	92.0	1,698	97.1	1,223	88.2	18,367	90.5	3,139	95.2	24,427	91.4
2	1,241	4.8	312	3.7	1,553	4.6	32	1.8	106	7.6	1,038	5.1	112	3.4	1,288	4.8
3	314	1.2	81	1.0	395	1.2	6	.3	21	1.5	286	1.4	14	.4	327	1.2
4	168	.6	21	.2	189	.6	4	.2	14	1.0	151	.7	2	.1	171	.6
5	118	.5	22	.3	140	.4	2	.1	8	.6	110	.5	4	.1	124	.5
6	71	.3	7	.1	78	.2	0	0	3	.2	69	.3	0	0	72	.3
7	47	.2	12	.1	59	.2	2	.1	1	.1	46	.2	2	.1	51	.2
8–15	158	.6	31	.4	189	.6	2	.1	7	.5	144	.7	9	.3	163	.6
16–30	51	.2	19	.2	70	.2	0	0	1	.1	47	.2	7	.2	55	.2
30 Plus	10	0	0	0	10	0	0	0	0	0	10	0	0	0	7	0
No Response	31	.1	9	.1	40	.1	2	.1	1	.1	20	.1	8	.2	31	.1
TOTAL Centers 1–13	25,791	100.0	8,346	100.0	34,137	100.0	1,748	100.0	1,386	100.0	20,288	100.0	3,297	100.0	26,719	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 88: Number of Days Required for I & R Specialists to Help as Reported by Callers

Days to Help Caller	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a] Level 1		Level 2		Level 3		Level 4		Total Professional Levels	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1	5,086	84.5	995	79.1	6,081	83.6	121	69.9	323	81.6	4,345	85.4	400	81.8	5,189	84.4
2	396	6.6	115	9.1	511	7.0	22	12.7	32	8.1	323	6.4	34	7.0	411	6.7
3	153	2.5	45	3.6	198	2.7	9	5.2	14	3.5	116	2.3	17	3.5	156	2.5
4	67	1.1	20	1.6	87	1.2	9	5.2	3	.8	57	1.1	2	.4	71	1.2
5	62	1.3	18	1.4	80	1.1	5	2.9	7	1.8	45	.9	6	1.2	63	1.0
6	42	.7	11	.9	53	.7	1	.6	1	.2	36	.7	5	1.0	43	.7
7	106	1.8	38	3.0	144	2.0	5	2.9	8	2.0	77	1.5	17	3.5	107	1.7
Never Helped	105	1.8	16	1.3	121	1.7	1	.6	8	2.0	88	1.7	8	1.6	105	1.7
TOTAL Centers 1–13	6,017	100.0	1,258	100.0	7,275	100.0	173	100.0	396	100.0	5,087	100.0	489	100.0	6,145	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who returned an I & R User Survey. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 89: Number of Contacts Required to Help Caller by Paid and Volunteer Staff Members

Number of Contacts with Caller	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a] Level 1		Level 2		Level 3		Level 4		Total Professional Levels	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1	15,455	59.9	4,672	56.0	20,127	59.0	1,099	62.9	610	44.0	12,610	62.2	1,609	48.8	15,928	59.6
2	4,190	16.2	2,217	26.6	6,407	18.8	358	20.5	357	25.8	2,642	13.0	1,047	31.8	4,404	16.5
3	3,504	13.6	824	9.9	4,328	12.7	178	10.2	243	17.5	2,831	14.0	363	11.0	3,615	13.5
4	1,290	5.0	337	4.0	1,627	4.8	66	3.8	92	6.6	1,066	5.2	138	4.2	1,362	5.1
5	607	2.4	158	1.9	765	2.2	19	1.1	41	3.0	507	2.5	71	2.2	638	2.4
6 or More	652	2.5	133	1.6	785	2.3	27	1.5	41	3.0	550	2.7	61	1.8	679	2.5
No Response	93	.4	5	.1	98	.3	1	.1	2	.1	82	.4	8	.2	93	.4
TOTAL Centers 1–13	25,791	100.0	8,346	100.0	34,137	100.0	1,748	100.0	1,386	100.0	20,288	100.0	3,297	100.0	26,719	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 90: Nature of Additional Contacts Made by Paid and Volunteer Staff Members

Nature of Additional Contacts	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a] Level 1		Level 2		Level 3		Level 4		Total Professional Levels	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
21 Contact Facility for information	8,528	39.8	1,593	25.4	10,121	36.5	346	30.1	623	40.8	7,020	41.6	802	28.4	8,791	39.3
51 Contact Caller to Give Information	7,178	33.5	1,511	24.0	8,689	31.3	417	36.2	534	35.0	5,946	35.2	527	18.6	7,424	33.2
40 Contact Consultant for Information	749	3.5	543	8.6	1,292	4.7	139	12.1	6	.4	628	3.7	93	3.3	866	3.9
90 Other	693	3.2	121	1.9	814	2.9	132	11.5	16	1.0	538	3.2	12	.4	698	3.1
61 Caller Contact Center to Check Progress	437	2.0	79	1.3	516	1.9	1	.1	33	2.2	382	2.3	38	1.3	454	2.0
50 Contact Caller for Further Info.	379	1.8	134	2.1	513	1.8	27	2.4	41	2.7	290	1.7	44	1.6	402	1.8
30 Arng. Another Fac. to Contact Caller	1,994	9.3	1,752	27.9	3,746	13.5	33	2.9	207	13.6	914	5.4	993	35.1	2,147	9.6
70 Contact State Off.	202	.9	44	.7	246	.9	9	.8	1	.1	194	1.2	2	.1	206	.9
41 Contact Consit. for Advice	233	1.1	101	1.6	334	1.2	2	.2	7	.5	188	1.1	64	2.3	261	1.2
60 Caller Contacted Cntr. to Give More Info.	175	.8	55	.9	230	.8	2	.2	8	.5	154	.9	26	.9	190	.8
62 Caller Contacted Cntr. Other Reason	167	.8	38	.6	205	.7	4	.4	8	.5	138	.8	22	.8	172	.8
10 Answering Service Call Back	174	.8	57	.9	231	.8	1	.1	10	.7	118	.7	54	1.9	183	.8
20 Contact Fac. to Make Referral Appointment	235	1.1	169	2.7	404	1.5	28	2.4	6	.4	119	.7	111	3.9	264	1.2
22 Contact Facility—Other Reason	125	.6	29	.5	154	.6	4	.4	9	.6	104	.6	12	.4	129	.6
53 Contact Caller—Other Reason	110	.5	21	.3	131	.5	5	.4	11	.7	91	.5	7	.2	114	.5
42 Contact Consultant Other	33	.2	18	.3	51	.2	0	0	1	.1	30	.2	6	.2	37	.2
52 Contact Caller confirm Referral Apptm.	40	.29	18	.3	58	.2	1	.1	4	.3	24	.1	13	.5	42	.2
TOTAL Centers 1–13	21,452	100.0	6,283	100.0	27,735	100.0	1,151	100.0	1,525	100.0	16,878	100.0	2,826	100.0	22,380	100.0

NOTE 1: Data in this table are based on number of additional contacts, not individuals. Thus, not all callers are included (i.e., those helped in the initial contact).

NOTE 2: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Recipients of program variation servics: are excluded from this data base.

NOTE 3: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 91: I & R Specialists' Estimates of Most Important Role

Most Important Role	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a] Level 1		Level 2		Level 3		Level 4		Total Professional Levels	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Give info only about facilities & service	14,978	58.1	3,277	39.3	18,255	53.5	726	41.5	844	60.9	12,350	60.9	1,458	44.2	15,378	57.6
Give info about a factual issue other than facility service	6,251	24.2	1,809	21.7	8,060	23.6	786	45.0	119	8.6	5,366	26.4	154	4.7	6,425	24.0
Arrange for contact by another facility or person	1,716	6.7	1,310	15.7	3,026	8.9	139	8.0	220	15.9	890	4.4	572	17.4	1,821	6.8
Act as mediator between caller & another facility	474	1.8	175	2.1	649	1.9	37	2.1	35	2.5	322	1.6	102	3.1	496	1.9
Verify what the caller already knew	261	1.0	89	1.1	350	1.0	10	.6	22	1.6	180	.9	55	1.7	267	1.0
Help caller clarify problem	1,326	5.1	1,197	14.3	2,523	7.4	30	1.7	111	8.0	728	3.6	555	16.8	1,424	5.3
Encourage a caller who was reluctant about seeking service	274	1.1	158	1.9	432	1.3	3	.2	11	.8	160	.8	126	3.8	300	1.1
Give reassurance to caller	282	1.1	242	2.9	524	1.5	12	.7	19	1.4	136	.7	202	6.1	369	1.4
Call inappropriate for I&R service	70	.3	3	0	73	.2	1	.1	1	.1	63	.3	5	.2	70	.3
Make a formal referral	140	.5	81	1.0	221	.6	2	.1	4	.3	80	.4	64	1.9	150	.6
No Response	19	.1	5	.1	24	.1	2	.1	0	0	13	.1	4	.1	19	.1
TOTAL: Centers 1–13	25,791	100.0	8,346	100.0	34,137	100.0	1,748	100.0	1,386	100.0	20,288	100.0	3,297	100.0	26,719	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 92: I & R Specialists' Estimates of Whether or Not an Appropriate Services Was Found for the Caller

	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a] Level 1		Level 2		Level 3		Level 4		Total Professional Levels	
Appropriate Service	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Yes, Fully	21,678	84.0	6,891	82.6	28,569	83.7	1,600	91.5	1,193	86.1	16,688	82.3	2,958	89.7	22,439	84.0
Yes, Partially	3,371	13.1	1,300	15.6	4,671	13.7	111	6.4	165	11.9	2,988	14.7	263	8.0	3,527	13.2
No	532	2.1	59	.7	591	1.7	12	.7	24	1.7	475	2.3	28	.8	539	2.0
No Response	210	.8	96	1.2	306	.9	25	1.4	4	.3	137	.7	48	1.5	214	.8
TOTAL Centers 1–13	25,791	100.0	8,346	100.0	34,137	100.0	1,748	100.0	1,386	100.0	20,288	100.0	3,297	100.0	26,719	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 93: Comparison Between Paid and Volunteer Staff Members with Regard to Whether or Not a Caller Was Asked to Complete an I & R User Survey

	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a] Level 1		Level 2		Level 3		Level 4		Total Professional Levels	
Completed IRUS	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Yes	9,676	37.5	2,554	30.6	12,230	35.8	353	20.2	713	51.4	7,981	39.3	915	27.8	9,962	37.3
No	11,143	43.2	4,535	54.3	15,678	45.9	1,263	72.2	419	30.2	7,972	39.3	2,020	61.3	11,674	43.7
Refused	4,808	18.6	1,192	14.3	6,000	17.6	119	6.8	237	17.1	4,230	20.8	329	10.0	4,915	18.4
No Response	164	.6	65	.8	229	.7	13	.7	17	1.2	105	.5	33	1.0	168	.6
TOTAL Centers 1–13	25,791	100.0	8,346	100.0	34,137	100.0	1,748	100.0	1,386	100.0	20,288	100.0	3,297	100.0	26,719	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 94: Comparison Between Paid and Volunteer Staff Members with Regard to Whether or Not Callers Returned an I & R User Survey

I&R User Survey Returned	Paid Number	Paid Percent[a]	Paid Percent[b]	Volunteer Number	Volunteer Percent[a]	Volunteer Percent[b]	Total Paid & Volunteer Number	Total Paid & Volunteer Percent[a]	Professional Levels[c] Level 1 Number	Level 1 Percent[a]	Level 1 Percent[b]	Level 2 Number	Level 2 Percent[a]	Level 2 Percent[b]	Level 3 Number	Level 3 Percent[a]	Level 3 Percent[b]	Level 4 Number	Level 4 Percent[a]	Level 4 Percent[b]	Total Professional Levels Number	Total Professional Levels Percent[a]
Yes	6,017	23.3	82.7	1,258	15.1	17.3	7,275	21.3	173	9.9	2.8	396	28.6	6.4	5,087	25.1	82.8	489	14.8	8.0	6,145	23.0
No	19,774	76.7	73.6	7,088	84.9	26.4	26,862	78.7	1,575	90.1	7.7	990	71.4	4.8	15,201	74.9	73.9	2,808	85.2	13.6	20,574	77.0
TOTAL Centers 1–13	25,791	100.0	75.6	8,346	100.0	24.4	34,137	100.0	1,748	100.0	6.5	1,386	100.0	5.2	20,288	100.0	75.9	3,297	100.0	12.3	26,719	100.0

[a] Percent based on column total.

[b] Percent based on row total.

[c] See Table 81 for explanation of Professional Levels.

Table 95: Callers' Evaluation of Whether or Not They Were Sent to the Right Place for Help

Sent to Right Place	Paid Number	Paid Percent	Volunteer Number	Volunteer Percent	Total Paid & Volunteer Number	Total Paid & Volunteer Percent	Professional Levels[a] Level 1 Number	Level 1 Percent	Level 2 Number	Level 2 Percent	Level 3 Number	Level 3 Percent	Level 4 Number	Level 4 Percent	Total Professional Levels Number	Total Professional Levels Percent
Yes	3,727	88.2	669	85.4	4,396	87.7	83	89.2	224	83.3	3,235	89.1	261	82.9	3,803	88.3
No	127	3.0	18	2.3	145	2.9	1	1.1	5	1.9	71	2.0	51	16.2	128	3.0
No Response	373	8.8	96	12.3	469	9.4	9	9.7	40	14.9	326	9.0	3	1.0	378	8.8
TOTAL Centers 1–13	4,227	100.0	783	100.0	5,010	100.0	93	100.0	269	100.0	3,632	100.0	315	100.0	4,309	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who returned an I & R User Survey. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 96: Number of Callers Who Contacted a Facility Recommended by WIS

Did Caller Contact Facility	Paid			Volunteer			Total Paid & Volunteer		Professional Levels[c]												Total Professional Levels	
									Level 1			Level 2			Level 3			Level 4				
	Number	Percent[a]	Percent[b]	Number	Percent[a]	Percent[b]	Number	Percent[a]	Number	Percent[a]	Percent[b]	Number	Percent[a]	Percent[b]	Number	Percent[a]	Percent[b]	Number	Percent[a]	Percent[b]	Number	Percent[a]
Yes	4,227	70.2	84.4	783	62.2	15.6	5,010	68.9	93	53.8	2.2	269	67.9	6.2	3,632	71.4	84.3	315	64.4	7.3	4,309	70.1
No	1,430	23.8	82.0	315	25.0	18.0	1,745	24.0	63	36.4	4.3	102	25.8	1.8	1,184	23.3	81.0	113	23.1	7.7	1,462	23.8
No Response	360	6.0	69.2	160	12.7	30.8	520	7.2	17	9.8	4.6	25	6.3	6.7	271	5.3	72.5	61	12.5	16.3	374	6.1
TOTAL Centers 1–13	6,017	100.0	82.7	1,258	100.0	17.3	7,275	100.0	173	100.0	2.8	396	100.0	6.4	5,087	100.0	82.8	489	100.0	8.0	6,145	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973 and September 30, 1974, who returned an I & R User Survey. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] Percent based on column total.

[b] Percent based on row total.

[c] See table 81 for explanation of Professional Levels.

Table 97: Range of Problems for Which Callers Who Contacted a Facility Recommended by WIS Received Help

Range of Problems	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a]								Total Professional Levels	
							Level 1		Level 2		Level 3		Level 4			
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
All	2,747	65.0	572	73.0	3,319	66.2	63	67.7	178	66.2	2,324	64.0	235	74.6	2,800	65.0
Some	928	22.0	146	18.6	1,074	21.4	22	23.7	51	19.0	829	22.8	51	16.2	953	22.1
None	244	5.8	30	3.8	274	5.5	2	2.2	14	5.2	217	6.0	13	4.1	246	5.7
No Response	308	7.3	35	4.5	343	6.8	6	6.4	26	9.7	262	7.2	16	5.1	310	7.2
TOTAL Centers 1–13	4,227	100.0	783	100.0	5,010	100.0	93	100.0	269	100.0	3,632	100.0	315	100.0	4,309	100.0

NOTE 1: Data are based on all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who returned I & R Users Surveys, and who indicated they had contacted a facility recommended by a WIS center.

NOTE 2: Recipients of program variation services were excluded from this data base. Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 98: Number of Callers Who Contacted a Facility Recommended by WIS Who Were Sent Elsewhere by that Facility for Help

Caller Sent Elsewhere	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a]								Total Professional Levels	
							Level 1		Level 2		Level 3		Level 4			
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Yes	725	17.2	124	15.8	849	17.0	20	21.5	40	14.9	633	17.4	49	15.6	742	17.2
No	3,171	75.0	609	77.8	3,780	75.4	66	71.0	203	75.5	2,720	74.9	244	77.5	3,233	75.0
No Response	331	7.8	50	6.4	381	7.6	7	7.5	26	9.7	279	7.7	22	7.0	334	7.8
TOTAL Centers 1–13	4,227	100.0	783	100.0	5,010	100.0	93	100.0	269	100.0	3,632	100.0	315	100.0	4,309	100.0

NOTE 1: Data are based on all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who returned I & R Users Surveys, and who indicated they had contacted a facility recommended by a WIS center.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 99: Callers' Ratings of the Service Provided by Paid and Volunteer Staff Members

Evaluation of Service	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a]								Total Professional Levels	
							Level 1		Level 2		Level 3		Level 4			
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Excellent	4,180	69.5	914	72.7	5,094	70.0	136	78.6	249	62.9	3,527	69.3	355	72.6	4,267	69.4
Good	1,521	25.3	284	22.6	1,805	24.8	26	15.0	123	31.1	1,291	25.4	113	23.1	1,553	25.3
Fair	196	3.3	36	2.9	232	3.2	7	4.0	17	4.3	165	3.2	13	2.7	202	3.3
Poor	69	1.2	18	1.4	87	1.2	1	.6	7	1.8	57	1.1	6	1.2	71	1.2
No Response	51	.8	6	.5	57	.8	3	1.7	0	0	47	.9	2	.4	52	.8
TOTAL Centers 1-13	6,017	100.0	1,258	100.0	7,275	100.0	173	100.0	396	100.0	5,087	100.0	489	100.0	6,145	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who returned an I & R User Survey. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 100: Number of Callers Who Would Recommend WIS Services to a Friend

Recommend to a Friend	Paid		Volunteer		Total Paid & Volunteer		Professional Levels[a]								Total Professional Levels	
							Level 1		Level 2		Level 3		Level 4			
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Yes	5,800	96.4	1,212	96.3	7,012	96.4	167	96.5	377	95.2	4,904	96.4	474	96.9	5,922	96.4
No	132	2.2	24	1.9	156	2.1	2	1.2	10	2.5	115	2.3	8	1.6	135	2.2
No Response	85	1.4	22	1.8	107	1.5	4	2.3	9	2.3	68	1.3	7	1.4	88	1.4
TOTAL Centers 1-13	6,017	100.0	1,258	100.0	7,275	100.0	173	100.0	396	100.0	5,087	100.0	489	100.0	6,145	100.0

NOTE 1: Data are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974, who returned an I & R User Survey. Recipients of program variation services are excluded from this data base.

NOTE 2: Differences in totals between paid/volunteer and professional level data are due to the fact that some staff members working in the I & R centers were not classified on both of these variables.

[a] See Table 81 for explanation of Professional Levels.

Table 101: Attendance of Members at State Advisory Committee Meetings

Dates of Meetings	WIS Project Staff State	WIS Project Staff Center	Division on Aging	Div. of Corrections, Bureau of Probat. & Parole	Div. of Family Servs.	Div. of Health, Bur. of Comprehen. Health Planning	Division of Mental Hygiene	Division of Vocational Rehabilitation	Dept. of Local Afrs. & Dev. Bur. of Eco.Op.	Dept. of Pub. Instruc. Div. of Library Services	State CAP Assoc.	SSA	InterStudy	Other	Total
Planning Mat. August 26, 1971 (a)	--	--	2	--	2	--	--	--	1	--	--	--	2	9	16
March 30, 1972(b)	--	--	2	--	1	1	1	--	--	--	1	1	4	--	11
April 18, 1972 (b)	--	--	2	--	1	1	1	--	--	--	1	1	1	2	10
June 1, 1972(b)	--	--	3	--	1	--	1	--	--	--	1	1	3	1	11
July 19, 1972	1	--	2	--	1	--	1	--	--	--	1	1	3	--	10
August 25, 1972	2	--	2	--	1	--	1	--	1	--	1	--	2	--	10
November 8, 1972	2	--	1	--	--	--	--	--	1	--	1	1	2	--	8
February 14, 1973	3	--	1	--	1	--	1	--	1	1(c)	--	1	2	--	11
May 17, 1973	2	--	1	--	1	1	1	--	1	1	1	1	2	1	13
July 13, 1973	2	--	1	--	1	--	--	--	1	1	1	1	2	--	10
August 23, 1973	2	--	--	--	1	1	1	--	1	--	1	1	2	1	11
February 21, 1974	1	--	1	--	1	1	1	--	1	1	1	1	1	--	10
July 9, 1974	3	7	--	1(c)	--	2	1	1(c)	1	1	--	--	1	--	17
August 14, 1974	3	6	--	1	--	1	--	1	1	--	--	1	1	--	15
Total Meetings Attended by Each Group	10	2	11	2	11	8	10	2	10	5	10	11	14	5	NA

[a] This meeting was arranged by the Division on Aging and members of the Federal and Regional HEW Task Forces to discuss the introduction of the demonstration program into the State of Wisconsin. The nine "other" attendents were from the Federal and Regional Task Forces.

[b] These were planning meetings conducted before project staff were hired to discuss site selection procedures (see Chapter 1).

[c] First meeting to which this department was invited.

CHAPTER 9: Coordination with the Delivery System

Table 102: Nature of Calls Received by WIS from Facilities

Nature of Calls		Madison (01)	Beloit (02)	Reedsburg (03)	Cashton (04)	Eau Claire (05)	Ashland (06)	Oconto (07)	Green Bay (08)	Manitowoc (09)	Fond du Lac (10)	Waukesha (11)	Wisconsin Rapids (12)	Milwaukee (13)	Total
Facility for Client	*Number*	294	226	87	28	163	34	31	353	205	195	183	70	419	2,278
	Percent	9.8	8.0	14.2	2.3	9.5	1.8	3.6	8.3	5.0	8.0	7.8	4.7	4.3	6.3
Facility for Escort or Transportation	*Number*	0	7	0	0	0	0	0	0	87	76	0	0	0	170
	Percent	–	.2	--	--	--	--	--	--	2.1	3.1	--	--	--	.4
Facility for Information	*Number*	201	113	61	121	147	211	30	138	313	277	185	86	316	2,199
	Percent	6.9	4.0	9.9	10.1	8.6	11.2	3.4	3.2	7.7	11.4	7.9	5.8	3.2	6.0
Facility for Other Reason	*Number*	7	4	3	2	4	0	3	15	10	4	0	3	6	61
	Percent	.2	.1	.4	.1	.2	--	.3	.3	.2	.1	--	.2	.0	.1
Other (Includes All Priv. Indiv.)	*Number*	2,384	2,460	461	1,036	1,392	1,627	796	3,744	3,447	1,873	1,958	1,317	3,929	31,424
	Percent	83.1	87.7	75.5	87.5	81.7	87.0	92.7	88.2	85.0	77.4	84.3	89.3	92.5	87.2
TOTAL		2,876	2,810	612	1,187	1,706	1,872	860	4,250	4,062	2,425	2,326	1,476	9,670	36,132

Table 103: Frequency Count of Different Facilities Which Contacted the WIS Centers

Frequency of Use By Individual Facilities	Total Number of Different Facilities
Not Recorded	1,979(a)
106	1
71	1
56	2(b)
49	1
48	1
43	1
41	1
32	1
26	1
24	1
23	1
22	3
20	2
19	1
17	5
16	2
15	2
14	8
13	2
12	6
11	6
10	12
9	8
8	13
7	13
6	24
5	36
4	40
3	61
2	106
1	357(c)
	719

NOTE: Data reported in this table are for all facilities contacting centers 01-13 between April 1, 1973, and September 30, 1974.

[a] This represents 42.0% of all instances in which a facility contacted one of the WIS centers.

[b] Two different facilities each contacted a WIS center 56 times.

[c] A total of 357 different facilities contacted a WIS center once.

Table 104: Names of Facilities Which Contacted the WIS Centers 15 Times or More Between April 1, 1973, and September 30, 1974.

Frequency of Use	Facility Name
106	Rock County Department of Social Services [Sponsor]
71	Counseling Center of Sauk, Juneau, and Richland Counties [Sponsor]
56	ADVOCAP Outreach Services (Fond du Lac) Manitowoc County Department of Social Services
49	Community Action Program, Westby [Sponsor]
48	Social Security Administration, Fond du Lac [Sponsor]
43	Social Security Administration, Waukesha [Sponsor]
41	Eau Claire County Department of Public Welfare
32	American Red Cross, Lakeland Chapter (Green Bay)
26	Visiting Nurse Association (Milwaukee)
24	Northwest Wisconsin CAP (Superior)
23	American Red Cross, Fond du Lac Chapter
22	Vocational Rehabilitation Division, Madison District Northwest Wisconsin Community Action (Ashland) [Sponsor] United Migrant Opportunity Service (Fond du Lac)
20	The Fish (Fond du Lac) Dodge County Department of Social Services
19	Western Dairyland Economic Opportunity Council (Whitehall) [Sponsor]
17	Cashton I & R Center Eau Claire City-County Health Department Green Bay Free Clinic Manitowoc County Mental Health Center Wisconsin Information Service (Waukesha)
16	University Hospitals (Madison) Manitowoc Advisory and Referral Service
15	Rock County Community Action Program Social Security Administration, Manitowoc

CHAPTER 10: Training, Evaluation, and Supervision of Staff Members

Table 105: Dates and Content of Training Sessions

Content of Training Sessions	Dates	Number of Days	Number of Training Instructors	Number of Secondary Instructors	Number of Trainees
Resource File	10/17/72–10/20/72	3½	7	6	12
Resource File (Social Security Sites)	1/23/73– 1/26/73	3½	6	5	8
Interviewing, Information-Giving, and Referral	3/26/73– 3/29/73	3½	4	13	25
Resource File (Milwaukee)	6/19/73– 6/21/73	2½	4	2	25(a)
Outreach	10/03/73–10/05/73	2	2	7	21
Escort/Transportation and Follow-Through	10/10/73–10/11/73	1½	4	4	8
Center Manager's Meeting (Gaps in Service; Funding; Concept of WIS Network)	2/21/74– 2/22/74	1½	––	––	––
Center Managers' Meeting (Resource File)	4/25/74– 4/26/74	1½	––	––	––
Center Managers' Meeting (Publicity)	6/03/74– 6/04/74	1½	––	––	––
Center Managers' Meeting (Continuation of WIS Network)	8/06/74– 8/07/74	2	––	––	––

NOTE: These represent the formal training sessions that were held which involved all staff in the WIS Network. Informal session, involving only some staff from different regions of the state were also held from time to time during the course of the demonstration.

[a] This number is approximate; an exact count of all trainees is not available.

Table 106: Agenda and Average Ratings of the First Resource File Training Session at the Conclusion of Training and Six Months Later

	Coverage of Materials			Clarity & Organization of Presentation			Method Used for Presentation		
	Conclusion of Session		6 Mos.[a]	Conclusion of Session		6 Mos.[a]	Conclusion of Session		6 Mos.[a]
Agenda	**Rating**	**Number Responding**	**Rating**	**Rating**	**Number Responding**	**Rating**	**Rating**	**Number Responding**	**Rating**
Project Background and Objectives	1.6	(11)[b]	1.8	1.7	(10)	2.2	1.8	(10)	2.2
Development of Resource File[b]	1.9	(10)	--	2.4	(10)	--	2.6	(10)	--
Identify Resources	--		2.4	--		2.7	--		2.6
What to do with Private Practitioners	--		3.0	--		3.1	--		2.7
Building the Resource File	1.6	(12)	--	1.8	(11)	--	1.6	(11)	--
Completing Fac. Fil. Fms.	--		2.3	--		2.4	--		2.7
Prepar. Code Cards	--		2.3	--		2.3	--		2.7
Verify. Info.	--		2.4	--		2.3	--		2.6
Interviewing with the SEARCH Inventory	1.5	(12)	2.8	1.5	(11)	2.8	2.1	(11)	2.9
Developing Volunteer Support	2.1	(12)	--	1.9	(11)	--	2.2	(11)	--
Recruiting	--		2.6	--		2.7	--		2.6
Training	--		2.8	--		2.7	--		2.7
Supervising	--		3.0	--		2.9	--		2.8
Office Management	2.2	(12)	2.7	2.4	(11)	2.8	2.5	(11)	2.8

NOTE: Ratings in this table are based on a five point scale, with 1= Excellent and 5=Very Poor.

[a] There were nine respondents to all items in this rating.

[b] The figure in parentheses indicates the number of respondents to the item. E.g., the average rating on Coverage of Material for the item "Project Background" was 1.6, based on the ratings of 11 respondents.

Table 107: Agenda and Average Ratings of the Interviewing, Information-Giving and Referral Training Session

	Ratings		
Agenda	**Coverage of Material**	**Clarity and Organization of Presentation**	**Method Used For Presentation**
Overview of the training session	2.3(23)(a)	2.2(22)	2.1(22)
What happens in an I & R program	1.8(23)	1.8(22)	1.8(22)
Knowledge of self, client	2.1(23)	2.1(22)	2.2(22)
Knowledge of the elderly	2.8(24)	2.5(23)	2.5(23)
Knowledge of volunteers and of agency workers	2.2(23)	2.2(22)	2.1(22)
Explanation of role playing technique; building teams for role playing	2.6(23)	3.0(23)	2.5(23)
Interviewing: Definition and process; role playing	1.9(24)	1.9(23)	1.9(23)
Interviewing: Techniques; role playing	1.8(24)	1.9(23)	1.8(23)
Interviewing: Attitudes; role playing	1.8(24)	2.0(23)	2.0(23)
Referral; role playing	1.9(24)	2.0(23)	1.8(23)
Advocacy; role playing	2.2(21)	2.2(20)	2.1(20)
Use of the resource file	2.2(23)	2.0(22)	2.0(22)
I & R forms: practice in using the resource file and forms	2.2(21)	2.4(20)	2.4(20)
Office procedures	2.1(18)	1.9(16)	2.1(16)
Discussion of the experience of one center already delivering I & R to the public	2.3(21)	2.3(20)	2.2(20)
Discussion of publicity efforts and plans	2.1(20)	2.1(19)	2.2(19)

NOTE: Ratings in this table are based on a five point scale, with 1=Excellent and 5=Very Poor.

[a] The figure in parentheses indicates the number of respondents to the item. E.g., the average rating of Coverage of Material for the item "Overview" was 2.3, based on the ratings of 23 respondents.

Table 108: Agenda and Average Ratings of the Outreach Training Session

Agenda	Coverage of Material		Clarity & Organization of Presentation		Usefulness of Information	
	Rating	**Number of Respondents**	**Rating**	**Number of Respondents**	**Rating**	**Number of Respondents**
Selecting Areas to Cover Using Census Data	2.6	(18)[a]	2.6	(18)	2.6	(18)
Supervision of Outreach Workers	2.6	(18)	2.7	(18)	2.7	(18)
Preparing the Community for Outreach	2.2	(17)	2.5	(17)	2.2	(17)
Perceptions and Awareness of Self & Others	2.2	(18)	2.5	(19)	2.7	(19)
Interviewing Exercises	2.8	(19)	3.0	(19)	2.8	(19)
Recording Outreach Activity on Work Forms	2.5	(17)	2.2	(16)	2.2	(18)

NOTE: Ratings in this table are based on a five point scale, with 1=Excellent and 5=Very Poor.

(a) The figure in parentheses indicates the number of respondents to the item. E.g., the average rating for Coverage of Material for the item "Selecting Areas" was 2.6, based on 18 respondents.

Table 109: Agenda and Average Ratings of the Follow-Through, Escort, and Transportation Training Session

	Coverage of Material		Clarity & Organization of Presentation		Usefulness of Information	
Agenda	**Rating**	**Number of Respondents**	**Rating**	**Number of Respondents**	**Rating**	**Number of Respondents**
Purpose & Importance of Follow-Through Service	1.9	(10)[a]	2.1	(10)	2.1	(10)
Determining When to Follow-Through	1.8	(10)	2.1	(10)	1.9	(10)
Follow-Through Procedures	1.8	(10)	1.9	(10)	1.8	(10)
Using Volunteers to do Follow-Through	3.7	(9)	2.7	(9)	2.7	(9)
Transportation/Escort Overview	2.6	(10)	2.5	(10)	2.2	(10)
Volunteer Recruitment	2.1	(10)	2.0	(10)	2.2	(10)
Transporting the Physically Disabled	2.2	(10)	2.0	(10)	2.2	(10)
Transportation/Escort Procedures	2.0	(10)	2.0	(10)	1.7	(9)
Management Responsibilities in Providing Escort/Transpt.	2.2	(8)	2.4	(8)	1.9	(7)
Advocacy	3.3	(9)	2.7	(9)	2.2	(9)

NOTE: Ratings in this table are based on a five point scale, with 1=Excellent and 5=Very Poor.

[a] The figure in parentheses indicates the number of respondents to the item. E.g., the average rating for Coverage of Material for the item "Purpose & Importance of Follow-through Service" was 1.9, based on 10 respondents.

CHAPTER 11: Office Maintenance

Table 110: Proportion of Paid Staff Time Spent in Office Maintenance and Miscellaneous Activities

Activity	4/73-9/74		10/73-3/74		4/74–9/74		Total	
	State	**Centers**	**State**	**Centers**	**State**	**Centers**	**State**	**Centers**
Clerical Support	15	8	15	8	13	8	14	8
Office Maintenance								
a Policy Formation	3	1	2	1	2	0	2	1
b Correspondence, Non-Service Telephone Calls, etc.	3	4	3	2	4	2	3	3
c Miscellaneous	5	2	6	2	6	2	6	2
d Subtotal	11	7	11	5	12	4	11	6
Miscellaneous	12	7	14	14	18	12	15	12
TOTAL	38	22	40	27	43	24	40	26

CHAPTER 12: Using I & R Data for Human Services Planning

Table 111: Number of Requests for Planning Information Received by the WIS Network During the Course of the Demonstration

Month/Year	(01) Madison	(02) Beloit	(03) Reedsburg	(04) Cashton	(05) Eau Claire	(06) Ashland	(07) Oconto	(08) Green Bay	(09) Manitowoc	(10) Fond du Lac	(11) Waukesha	(12) Wisconsin Rapids	(13) Milwaukee	State	Total
June, 1973		5										1			6
July, 1973		6	1							1	1	1			10
August, 1973		6	1		1	1	1		1		1	2			14
September, 1973					2			2	3						7
October, 1973		1						3	4	1		1		1	11
November, 1973										1	1	1	1		4
December, 1973	1		2						2	3			3		11
January, 1974	1	2	1		1			1	1	1			1		9
February, 1974	5	3	1	1	1	1		1	2	2		1	2		20
March, 1974	1	1	1		1		2				1	2	4	1	14
April, 1974	1	1						1	4	3		1			11
May, 1974	2	5			2						1			2	12
June, 1974		4			1					3					8
July, 1974	2	1				1		1	2	1	2	1		1	12
August, 1974		4				3		1	3	2		1			14
September, 1974	—	—	2	—	—	—	—	2	1	1	—	1	1	—	8
TOTAL	13	39	9	1	9	6	3	12	23	19	7	13	12	5	171
Proportion of Requests	7.6%	22.8%	5.3%	.6%	5.3%	3.5%	1.8%	7.0%	13.4%	11.1%	4.1%	7.6%	7.0%	2.9%	100.0%

Table 112: Description of Planning Requests Received by the WIS Network During the Course of the Demonstration

	Number	Percent
Request Was From:		
Public or Governmental Agency	72	42.1
Private or Voluntary Organization	61	35.7
Private Individual	18	10.5
School or University	20	11.7
TOTAL	171	100.0
Request Was For:		
Listing of Names & Addresses of Facilities	138	80.7
Details or Data about Facilities	9	5.3
Information about Users' Problems	7	4.1
Information about Referrals	3	1.8
Completion of Survey or Questionnaire	2	1.2
Technical Assistance	2	1.2
Miscellaneous or Unclear	10	5.9
TOTAL	171	100.0
Request Was For Information About:		
Senior Citizens	21	12.3
Church or Civic Organization	15	8.8
Children or Youth	12	7.0
Drug or Alcohol Abuse	10	5.9
Mental Health or Mental Retardation	8	4.7
General Health Services	8	4.7
Handicapped or Disabled Persons	8	4.7
Ex-Offenders, Probationers, or Parolees	6	3.5
Volunteerism	6	3.5
Adult Education or Vocational Counseling	5	2.9
Women's Rights or Opportunities	5	2.9
Family Planning or Adoption	4	2.3
Consumer Action or Protection	4	2.3
Unwed Mothers, Abortion, or Sterilization	4	2.3
Homemakers or Home Health Aides	4	2.3
Financial Help or Counseling	4	2.3
Transportation	2	1.2
Cancer	2	1.2
Housing	2	1.2
Miscellaneous or Unclear	41	24.0
TOTAL	171	100.0
Information Was to Be Used For:		
Preparing a Mailing or Calling List	36	21.5
Planning	27	15.8
Compiling a Directory	13	7.6
Developing a Service	13	7.6
Creating or Updating Files	13	7.6
Identifying Service Availability or Adequacy	12	7.0
Fulfilling a School Assignment	9	5.3
Preparing Course or Seminar Material	6	3.5
Identifying Problems or Needs	5	2.9
Miscellaneous or Unclear	37	21.6
TOTAL	171	100.0

CHAPTER 13: Information and Referral Services as a Method for Connecting People with the Delivery System

Table 113: Number of Callers Receiving Basic Information and Referral Services During Three Time Periods

			Information Only				Referral Accepted				Referral Declined				No I & R Service Given				No Response				Total			
Program Variation	Center		4/73-9/73	10/73 3/74	4/74-9/74	Subtotal	4/73-9/73	10/73 3/74	4/74-9/74	Subtotal	4/73-9/73	10/73 3/74	4/74-9/74	Subtotal	4/73 9/73	10/73 3/74	4/74-9/74	Subtotal	4/73-9/73	10/73 3/74	4/74-9/74	Subtotal	4/73-9/73	10/73 3/74	4/74-9/74	Total
Control																										
	Madison	N(a)	217	796	968	1,981	0	0	1	1	0	0	13	13	7	13	59	79	1	7	6	14	225	816	1,047	2,088
		%	96.44	97.55	92.45	94.88			.10	.05			1.24	.62	3.11	1.59	5.64	3.78	.44	.86	.57	.67	100.0	100.0	100.0	100.0
	Reedsburg	N	70	151	112	333	3	2	2	7	0	1	3	4	4	6	11	21	3	5	1	9	80	165	129	374
		%	87.50	91.52	86.82	89.04	3.75	1.21	1.55	1.87		.61	2.33	1.07	5.00	3.64	8.53	5.61	3.75	3.03	.78	2.41	100.0	100.0	100.0	100.0
	Eau Claire	N	230	387	499	1,116	1	0	0	1	0	0	2	2	3	2	73	78	3	2	2	7	237	391	576	1,204
		%	97.05	98.98	86.63	92.69	.42			.08			.35	.17	1.27	.51	12.67	6.48	1.27	.51	.35	.58	100.0	100.0	100.0	100.0
	Green Bay	N	664	978	1,479	3,121	2	0	1	3	0	2	0	2	22	53	159	234	5	7	1	13	693	1,040	1,640	3,373
		%	95.82	94.04	90.18	92.53	.29		.06	.09		.19		.06	3.17	5.10	9.70	6.94	.72	.67	.06	.39	100.0	100.0	100.0	100.0
	Wisconsin Rapids	N	128	502	440	1,070	0	3	0	3	0	5	23	28	12	20	12	44	2	0	1	3	142	530	476	1,148
		%	90.14	94.72	92.44	93.21		.57		.26		.94	4.83	2.44	8.45	3.77	2.52	3.83	1.41		.21	.26	100.0	100.0	100.0	100.0
SUBTOTAL		N	1,309	2,814	3,498	7,621	6	5	4	15	0	8	41	49	48	94	314	456	14	21	11	46	1,377	2,942	3,868	8,187
		%	95.06	95.65	90.43	93.09	.44	.17	.10	.18		.27	1.06	.60	3.49	3.20	8.12	5.57	1.02	.71	.28	.56	100.0	100.0	100.0	100.0
Escort, Transportation and Follow-Through																										
	Beloit	N	381	586	897	1,864	1	0	0	1	0	0	0	0	41	26	26	93	1	2	2	5	424	614	925	1,963
		%	89.86	95.44	96.97	94.96	.24			.05					9.67	4.23	2.81	4.74	.24	.33	.22	.25	100.0	100.0	100.0	100.0
	Manitowoc	N	234	965	1,429	2,628	3	2	1	6	0	0	0	0	3	3	6	12	1	1	1	3	241	971	1,437	2,649
		%	97.10	99.38	99.44	99.21	1.24	.21	.07	.23					1.24	.31	.42	.45	.41	.10	.07	.11	100.0	100.0	100.0	100.0
	Fond du Lac	N	136	574	620	1,330	0	2	4	6	0	2	1	3	6	23	30	59	2	1	0	3	144	602	655	1,401
		%	94.44	95.35	94.66	94.93		.33	.61	.43		.33	.15	.21	4.17	3.82	4.58	4.21	1.39	.17		.21	100.0	100.0	100.0	100.0
	Waukesha	N	205	591	796	1,592	0	1	2	3	0	3	0	3	3	11	26	40	0	8	0	8	208	614	824	1,646
		%	98.56	96.25	96.60	96.72		.16	.24	.18		.49		.18	1.44	1.79	3.16	2.43		1.30		.49	100.0	100.0	100.0	100.0
SUBTOTAL		N	956	2,716	3,742	7,414	4	5	7	16	0	5	1	6	53	63	88	204	4	12	3	19	1,017	2,801	3,841	7,659
		%	94.00	96.97	97.42	96.80	.39	.18	.18	.21		.18	.03	.08	5.21	2.25	2.29	2.66	.39	.43	.08	.25	100.0	100.0	100.0	100.0
Outreach																										
	Cashton	N	136	330	381	847	7	4	13	24	1	8	23	32	1	0	10	11	1	1	5	7	146	343	432	921
		%	93.15	96.21	88.19	91.97	4.79	1.17	3.01	2.61	.68	2.33	5.32	3.47	.68		2.31	1.19	.68	.29	1.16	.76	100.0	100.0	100.0	100.0
	Ashland	N	196	413	795	1,404	1	3	11	15	1	1	18	20	14	11	11	36	0	1	4	5	212	429	839	1,480
		%	92.45	96.27	94.76	94.86	.47	.70	1.31	1.01	.47	.23	2.15	1.35	6.60	2.56	1.31	2.43		.23	.48	.34	100.0	100.0	100.0	100.0
	Oconto	N	83	187	419	689	2	3	0	5	0	26	2	28	2	2	16	20	0	1	0	1	87	219	437	743
		%	95.40	85.39	95.88	92.73	2.30	1.37		.67		11.87	.46	3.77	2.30	.91	3.66	2.69		.46		.13	100.0	100.0	100.0	100.0
SUBTOTAL		N	415	930	1,595	2,940	10	10	24	44	2	35	43	80	17	13	37	67	1	3	9	13	445	991	1,708	3,144
		%	93.26	93.84	93.38	93.51	2.25	1.01	1.41	1.40	.45	3.53	2.52	2.54	3.82	1.31	2.17	2.13	.22	.30	.53	.41	100.0	100.0	100.0	100.0
TOTAL		N	2,680	6,460	8,835	17,945	20	20	35	75	2	48	85	135	118	170	439	727	19	36	23	78	2,839	6,734	9,417	18,990
		%	94.40	95.93	93.82	94.50	.70	.30	.37	.39	.07	.71	.90	.71	4.16	2.52	4.66	3.83	.67	.53	.24	.41	100.0	100.0	100.0	100.0

NOTE: Data reported in this table are based on all inquiries received from private individuals calling for themselves.

[a] All percentages are based on the row totals as denominators.

Table 114: Outcome of Referrals as Reported by Facilities Accepting Them from WIS

Questions	Control		Milwaukee		Escort, Transportation, & Follow-Through		Outreach		Total	
	Number	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Did Caller Contact Facility?										
Yes	10	(a)	32	86.5	38	82.6	35	81.4	115	82.1
No	3		3	8.1	6	13.0	3	7.0	15	10.7
No Response	1		2	5.4	2	4.4	5	11.6	10	7.1
TOTAL	14		37	100.0	46	100.0	43	100.0	140	100.0
If Caller Did not Contact Facility, Did Facility Contact Caller?										
Yes	1		0	(a)	1	(a)	0	(a)	2	13.3
No	2		2		3		1		8	53.3
No Response	0		1		2		2		5	33.3
TOTAL	3		3		6		3		15	100.0
Was Referral Appropriate										
1. For those who contacted facility? Yes	10		28	87.5	36	94.7	31	88.6	105	91.3
No	0		2	6.2	1	2.6	1	2.9	4	3.5
No Response	0		2	6.2	1	2.6	3	8.6	6	5.2
TOTAL	10		32	100.0	38	100.0	35	100.0	115	100.0
2. For those who did not contact facility? Yes	2		0	(a)	3	(a)	1	(a)	6	40.0
No	0		1		0		1		2	13.3
No Response	1		2		3		1		7	46.7
TOTAL	3		3		6		3		15	100.0
Were Any of Those Who Contacted Facility Sent Elsewhere?										
Yes—For Referral Problem	3		0	(a)	2	5.3	7	20.0	12	10.4
Yes—For Other Problem	1		0	(a)	0	(a)	0	(a)	1	.9
No	6		32	100.0	36	94.7	28	80.0	102	88.7
No Response	0		0	(a)	0	(a)	0	(a)	0	(a)
TOTAL	10		32	100.0	38	100.0	35	100.0	115	100.0
Were Any of Those Who Contacted Facility Sent Elsewhere for all Referral Problems?										
Yes	2		0	(a)	1	(a)	2	(a)	5	(a)
No	0		0		0		0		0	
TOTAL	2		0		1		2		5	
To What Degree Did Caller Receive Help for Referral Problems?										
All	4		23	71.9	27	71.0	25	71.4	79	68.7
Some	3		3	9.4	6	15.8	5	14.3	17	14.8
None	3		3	9.4	2	5.3	3	8.6	11	9.6
No Response	0		3	9.4	3	7.9	2	5.7	8	7.0
TOTAL	10		32	100.0	38	100.0	35	100.0	115	100.0
Did Caller Receive Help for Other Than Referral Problem?										
Yes	8		27	84.4	30	79.0	21	60.0	86	74.8
No	1		0		4	10.5	7	20.0	12	10.4
No Response	1		5	15.6	4	10.5	7	20.0	17	14.8
TOTAL	10		32	100.0	38	100.0	35	100.0	115	100.0

NOTE: Data reported in this table are based on all Referral Result Forms received by Centers 1-13 between October 1, 1973, and September 30, 1974.

(a) Percentages not calculated because of small frequencies.

Table 115: Number of Callers Receiving Information and/or Referral Only Who Contacted a Facility Recommended by WIS

Questions		Information Only				Referral Accepted				Referral Declined				Total			
		Control	ETF[a]	Oureach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Total
Did Caller Contact Facility Recommended by WIS?																	
Yes	*Number*	1,380	1,064	633	3,077	1	1	14	16	10	1	26	37	1,391	1,066	673	3,130
	Percent	72.9	67.7	73.3	71.1	(b)	(b)	(b)	(b)	(b)	(b)	76.5	78.7	73.1	67.7	73.4	71.2
No	*Number*	449	385	204	1,038	0	0	4	4	1	1	8	10	450	386	216	1,052
	Percent	23.7	24.5	23.6	24.0							23.5	21.3	23.6	24.5	23.6	23.9
No Response	*Number*	63	122	27	212	0	0	1	1	0	0	0	0	63	122	28	213
	Percent	3.3	7.8	3.1	4.9									3.3	7.8	3.0	4.8
TOTAL	*Number*	1,892	1,571	864	4,327	1	1	19	21	11	2	34	47	1,904	1,574	917	4,395
	Percent	100.0	100.0	100.0	100.0							100.0	100.0	100.0	100.0	100.0	100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who returned an I & R User Survey.

(a) Escort, Transportation and Follow-Through

(b) Percentages are not calculated because of small frequencies.

Table 116: Budget Costs Allocated to the Provision of Basic Information and Referral Services

Program Variations	Budget		Breakdown of Budget							
	Total[a]	Basic I & R[b]	Salaries + Fringe Benefits[c]	% of Paid Staff Time	Proportionate Salary[d]	Overhead Rate[e]	Overhead Cost[f]	Salary Plus Overhead Cost[g]	Total Calls[h]	Cost Per Unit
Control										
Madison	$28,838	$28,838	$21,599	48.6	$10,497	33.5	$3,516	$14,013	2,536	$5.53
Reedsburg	19,166	19,168	13,339	38.9	5,189	43.7	2,268	7,457	478	15.60
Eau Claire	24,273	24,273	16,383	48.8	7,995	48.1	3,846	11,841	1,316	9.00
Green Bay	27,095	27,095	19,669	16.6	3,265	37.8	1,234	4,499	3,372	1.33
Wisconsin Rapids	24,630	24,630	18,275	28.8	5,263	34.8	1,832	7,095	1,292	5.49
SUBTOTAL	124,004	124,004	89,265	35.0	31,243	38.9	12,154	43,397	8,994	4.83
Escort, Transportation, and Follow-Through										
Beloit	15,283	7,589	7,033	25.4	--	117.3[i]	--	--	[1,922][j]	--
Manitowoc	30,871	21,478	23,090	61.2	$14,131	33.7	$4,762	$18,893	3,212	$6.28
Fond du Lac	31,793	28,193	21,733	22.3	4,846	46.2	2,239	7,095	1,817	4.64
Waukesha	40,206	33,090	34,991	17.6	6,158	14.9	918	7,076	1,935	3.91
SUBTOTAL	118,153	90,350	86,847	32.8	28,486	36.0	10,255	38,741	6,964	5.56
Outreach										
Cashton	42,760	24,322	26,632	11.4	3,036	60.6	1,840	4,876	965	5.05
Ashland	56,943	27,223	40,340	14.6	5,890	41.2	2,427	8,317	1,592	5.22
Oconto	50,942	24,117	34,131	8.9	3,038	49.3	1,498	4,536	745	6.09
SUBTOTAL	150,645	75,662	101,103	11.7	11,829	49.0	5,796	17,625	3,302	5.34
TOTAL[k]	$392,802	$290,016	$277,215	23.8	$65,977	41.7	$27,512	$93,489	$21,182	$4.41

NOTE: Data reported in this table are for the time period October 1, 1973, through September 30, 1974.

[a] Includes all costs (salary, fringe benefits, rent, supplies, etc.) for the total program, including program variations.

[b] Includes all costs (salary, fringe benefits, rent, supplies, etc.) charged against the basic I & R service component of the program.

[c] For all paid staff, including those delivering program variation services.

[d] The product of " Percent Paid Staff Time in Basic I & R" times "Salaries and Fringe Benefits."

[e] A ratio, reported as a percent, calculated according to the formula: $\frac{\text{(Total Costs) - (Total Salary and Fringe Benefit Costs)}}{\text{(Total Salary and Fringe Benefit Costs)}}$

E.g., for the Cashton center, overhead rate= $\frac{(\$42,760) - (\$26,632)}{26,632}$ = 60.6%. The overhead rate is used to distribute indirect costs such as rent supplies, etc., proportionately across various program activities for which staff salaries are paid.

[f] The product of the "Overhead Rate" times "Proportionate Salary for Basic I & R."

[g] The sum of "Proportionate Salary for basic I & R" and "Overhead Cost for Basic I & R."

[h] All calls received at each center between October 1, 1973 and September 30, 1974, for which information and/or referral only was offered.

[i] Almost all paid staff time was donated by the sponsoring agency, thus the overhead rate exceeds 100% and cannot be used to compute unit cost information for this center.

[j] Not included in computation of unit cost in subtotal row.

[k] Data for Beloit Center are included in the computations for this row.

Table 117: Amount of Time Required to Help Callers Who Received Information and/or Referral Only

			Information Only				Referral Accepted				Referral Declined				Total			
Hours	**Minutes**		**Control**	**ETF**[a]	**Outreach**	**Subtotal**	**Control**	**ETF**	**Outreach**	**Subtotal**	**Control**	**ETF**	**Outreach**	**Subtotal**	**Control**	**ETF**	**Outreach**	**Tota**
	01–05	*N*	2,707	2,176	992	5,875	1	0	1	2	9	0	16	25	2,717	2,176	1,009	5,902
		%	40.28	32.92	38.52	36.94	(b)	(b)	2.94	3.64	18.37	(b)	20.51	18.80	40.09	32.84	37.55	36.68
	06–10	*N*	1,562	1,579	688	3,819	2	1	11	14	8	2	16	26	1,562	1,582	715	3,859
		%	23.10	23.89	26.72	24.01			32.35	25.45	16.33		20.51	19.55	23.05	23.87	26.61	23.98
	11–15	*N*	723	867	298	1,888	2	3	3	8	7	2	10	19	732	872	311	1,915
		%	10.76	13.12	11.57	11.87			8.82	14.55	14.29		12.82	14.29	10.80	13.16	11.57	11.90
	16–20	*N*	458	637	188	1,283	2	2	5	9	6	1	11	18	466	640	204	1,310
		%	6.82	9.64	7.30	8.07			14.71	16.36	12.24		14.10	13.53	6.88	9.66	7.59	8.14
	21–25	*N*	185	313	54	552	0	0	2	2	2	0	1	3	187	313	57	557
		%	2.75	4.74	2.10	3.47			5.88	3.64	4.08		1.28	2.26	2.76	4.72	2.12	3.46
	26–30	*N*	285	279	144	708	1	1	3	5	9	0	10	19	295	280	157	732
		%	4.24	4.22	5.59	4.45			8.82	9.09	18.37		12.82	14.29	4.35	4.23	5.84	4.55
	31–35	*N*	32	98	11	141	1	0	0	1	1	0	1	2	34	98	12	144
		%	.48	1.48	.43	.89				1.82	2.04		1.28	1.50	.50	1.48	.45	.89
	36–40	*N*	44	112	10	166	0	0	1	1	0	0	0	0	44	112	11	167
		%	.65	1.69	.39	1.04			2.94	1.82					.65	1.69	.41	1.04
	41–45	*N*	127	110	38	275	0	1	2	3	2	0	4	6	129	111	44	284
		%	1.89	1.66	1.48	1.73			5.88	5.45	4.08		5.13	4.51	1.90	1.67	1.64	1.76
	46–50	*N*	27	33	5	65	0	1	0	1	1	0	0	1	28	34	5	67
		%	.40	.50	.19	.41				1.82	2.04			.75	.41	.51	.19	.42
	51–55	*N*	8	16	2	26	0	0	0	0	0	0	0	0	8	16	2	26
		%	.12	.24	.08	.16									.12	.24	.07	.16
	56–60	*N*	3	1	0	4	0	0	0	0	0	0	0	0	3	1	0	4
		%	.04	.02		.03									.04	.02		.02
1	01–15	*N*	118	71	26	215	0	1	1	2	1	1	1	3	119	73	28	220
		%	1.76	1.07	1.01	1.35			2.94	3.64	2.04		1.28	2.26	1.76	1.10	1.04	1.37
1	16–30	*N*	40	53	11	104	0	1	0	1	0	0	0	0	40	54	11	105
		%	.60	.80	.43	.65				1.82					.59	.81	.41	.65
1	31–45	*N*	42	29	3	74	0	0	1	1	1	0	0	1	43	29	4	76
		%	.63	.44	.12	.47			2.94	1.82	2.04			.75	.63	.44	.15	.47
1	46–60	*N*	26	14	2	42	0	0	0	0	1	0	0	1	27	14	2	43
		%	.39	.21	.08	.26					2.04			.75	.40	.21	.07	.27
2 Plus		*N*	124	39	24	187	0	0	2	2	0	0	2	2	124	39	28	191
		%	1.85	.59	.93	1.18			5.88	3.64			2.56	1.50	1.83	.59	1.04	1.19
No Response		*N*	219	182	79	480	0	1	2	3	1	0	6	7	720	183	87	490
		%	3.26	2.75	3.07	3.02			5.88	5.45	2.04		7.69	5.26	3.25	2.76	3.24	3.04
TOTAL		*N*	6,720	6,609	2,575	15,904	9	12	34	55	49	6	78	133	6,778	6,627	2,687	16,092
		%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974.

[a] Escort, Transportation, and Follow-Through

[b] Percentages are not calculated because of small number

Table 118: Number of Days Required to Provide Help to Callers Who Received Information and/or Referral Only

Number Days to Help		Information Only				Referral Accepted				Referral Declined				Total			
		Control	**ETF(a)**	**Outreach**	**Subtotal**	**Control**	**ETF**	**Outreach**	**Subtotal**	**Control**	**ETF**	**Outreach**	**Subtotal**	**Control**	**ETF**	**Outreach**	**Total**
1	*N* %	5,792 86.19	5,729 86.68	2,347 91.15	13,868 87.20	8 (b)	7 (b)	28 82.35	43 78.18	36 73.47	5 (b)	62 79.49	103 77.44	5,836 86.10	5,741 86.63	2,437 90.70	14,014 87.09
2	*N* %	369 5.49	349 5.28	116 4.50	834 5.24	0	1	4 11.76	5 9.09	8 16.33	0	8 10.26	16 12.03	377 5.56	350 5.28	128 4.76	855 5.31
3	*N* %	113 1.68	109 1.65	18 .70	240 1.51	0	1	0	1 1.82	2 4.08	0	1 1.28	3 2.26	115 1.70	110 1.66	19 .71	244 1.52
4	*N* %	63 .94	57 .86	7 .27	127 .80	1	0	0	1 1.82	0	0	1 1.28	1 .75	64 .94	57 .86	8 .30	129 .80
5	*N* %	38 .57	52 .79	9 .35	99 .62	0	0	0	0	0	0	1 1.28	1 .75	38 .56	52 .78	10 .37	100 .62
6	*N* %	17 .25	38 .57	1 .04	56 .35	0	0	0	0	2 4.08	0	0	2 1.50	19 .28	38 .57	1 .04	58 .36
7	*N* %	23 .34	20 .30	2 .08	45 .28	0	0	0	0	0	0	0	0	23 .34	20 .30	2 .07	45 .28
8–15	*N* %	70 1.04	54 .82	2 .08	126 .79	0	0	0	0	0	1	0	1 .75	70 1.03	55 .83	2 .07	127 .79
16–30	*N* %	22 .33	22 .33	2 .08	46 .29	0	2	0	2 3.64	0	0	0	0	22 .32	24 .36	2 .07	48 .30
30 Plus	*N* %	5 .07	2 .03	0	7 .04	0	0	0	0	0	0	0	0	5 .07	2 .03	0	7 .04
No Response	*N* %	208 3.10	177 2.68	71 2.76	456 2.87	0	1	2 5.88	3 5.45	1 2.04	0	5 6.41	6 4.51	209 3.08	178 2.69	78 2.90	465 2.89
TOTAL	*N* %	6,720 100.0	6,609 100.0	2,575 100.0	15,904 100.0	9 100.0	12 100.0	34 100.0	55 100.0	49 100.0	6 100.0	78 100.0	133 100.0	6,778 100.0	6,627 100.0	2,687 100.0	16,092 100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974.

(a) Escort, Transportation, and Follow-Through

(b) Percentages are not calculated because of small number.

Table 119: Number of Contacts Required to Provide Help to Callers Who Received Information and/or Referral Only

Number of Contacts		Information Only				Referral Accepted				Referral Declined				Total			
		Control	ETF[(a)]	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Total
1	N	3,978	4,047	1,433	9,458	2	0	4	6	23	0	29	52	4,003	4,047	1,466	9,516
	%	59.20	61.23	55.65	59.47	(b)	(b)	11.76	10.91	46.94	(b)	37.18	39.10	59.06	61.07	54.56	59.13
2	N	785	563	207	1,555	3	3	8	14	11	1	7	19	799	567	222	1,588
	%	11.68	8.52	8.04	9.78			23.53	25.45	22.45		8.97	14.29	11.79	8.56	8.26	9.87
3	N	960	978	593	2,531	2	3	14	19	7	2	30	39	969	983	637	2,589
	%	14.29	14.80	23.03	15.91			41.18	34.55	14.29		38.46	29.32	14.30	14.83	23.71	16.09
4	N	388	413	157	958	2	2	1	5	3	1	5	9	393	416	163	972
	%	5.77	6.25	6.10	6.02			2.94	9.09	6.12		6.41	6.77	5.80	6.28	6.07	6.04
5	N	174	219	61	454	0	0	5	5	3	1	1	5	177	220	67	464
	%	2.59	3.31	2.37	2.85			14.71	9.09	6.12		1.28	3.76	2.61	3.32	2.49	2.88
6 or more	N	234	212	53	499	0	3	0	3	1	1	1	3	235	216	54	505
	%	3.48	3.21	2.06	3.14				5.45	2.04		1.28	2.26	3.47	3.26	2.01	3.14
No Response	N	201	177	71	449	0	1	2	3	1	0	5	6	202	178	78	458
	%	2.99	2.68	2.76	2.82			5.88	5.45	2.04		6.41	4.51	2.98	2.69	2.90	2.85
TOTAL	N	6,720	6,609	2,575	15,904	9	12	34	55	49	6	78	133	6,778	6,627	2,687	16,092
	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974.

(a) Escort, Transportation, and Follow-Through

(b) Percentages are not calculated because of small number

Table 120: Reasons Callers Who Received Information and/or Referral Only Indicated for Not Contacting a Facility Recommended by WIS

	Control		ETF(a)		Outreach		Total	
Reason	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
None Recommended	158	29.6	96	39.3	140	30.0	394	31.7
Haven't gotten around to it	121	22.7	57	23.4	77	16.5	255	20.5
Didn't think recommended facility could help	26	4.9	9	3.7	20	4.3	55	4.4
Had already contacted recommended facility	26	4.9	4	1.6	20	4.3	50	4.0
Transportation problem	20	3.8	6	2.5	17	3.6	43	3.5
Not open when caller could go	20	3.8	3	1.2	5	1.1	28	2.2
Took someone else's advice instead	15	2.8	5	2.0	8	1.7	28	2.2
Couldn't afford to pay for service	6	1.1	6	2.5	10	2.2	22	1.8
Had transportation, but facility too far away	8	1.5	2	.8	8	1.7	18	1.4
Lost the information given by WIS	6	1.1	1	.4	5	1.1	12	1.0
Babysitting problem	4	.8	1	.4	2	.4	7	.6
Language problem	0		0		1	.2	1	.1
No place to park	0		0		0		0	
Other reason	106	19.8	39	16.0	119	25.5	264	21.2
No response	18	3.4	15	6.2	34	7.3	67	5.4
TOTAL	534	100.0	244	100.0	466	100.0	1,244	100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who reported on the I & R User Survey that they had not yet contacted a facility recommended by WIS. Because callers could check more than one response, the numbers in the table do not necessarily represent individuals. Data for those receiving information only, accepting a referral, or declining a referral are combined in this table.

(a) Escort, Transportation, and Follow-Through

Table 121: Evaluation by Callers Who Received Information and/or Referral Only as to Whether or Not They Were Sent to the Right Place by WIS

Sent to Right Place?		Information Only				Referral Accepted				Referral Declined				Total			
		Control	ETF[a]	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Total
Yes	N	1,235	965	555	2,755	1	1	14	16	10	1	26	37	1,246	967	595	2,808
	%	89.5	90.7	87.7	89.5	(b)	(b)	(b)	(b)	(b)	(b)	(b)	100.0	89.6	90.7	88.4	89.7
No	N	46	17	17	80	0	0	0	0	0	0	0	0	46	17	17	80
	%	3.3	1.6	2.7	2.6									3.3	1.6	2.5	2.6
No Response	N	99	82	61	242	0	0	0	0	0	0	0	0	99	82	61	242
	%	7.2	7.7	9.6	7.9									7.1	7.7	9.1	7.7
TOTAL	N	1,380	1,064	633	3,077	1	1	14	16	10	1	26	37	1,391	1,066	673	3,130
	%	100.0	100.0	100.0	100.0									100.0	100.0	100.0	100.0

NOTE: Data in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who reported on an I & R User Survey that they had contacted a facility recommended by WIS.

(a) Escort, Transportation and Follow-Through.

(b) Percentages are not calculated because of small number.

Table 122: Number of Problems for Which Callers Who Received Information and/or Referral Only Received Help at a Facility Recommended by WIS

Number of Problems		Information Only				Referral Accepted				Referral Declined				Total			
		Control	ETF[a]	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Total
All	N	855	713	432	2,000	0	0	12	12	8	1	19	28	863	714	463	2,040
	%	62.0	67.0	68.2	65.0	(b)	(b)	(b)	(b)	(b)	(b)	(b)	75.7	62.0	67.0	68.8	65.2
Some	N	350	216	108	674	0	0	1	1	1	0	5	6	351	216	114	681
	%	25.4	20.3	17.1	21.9								16.2	25.2	20.3	16.9	21.8
None	N	88	56	31	175	0	1	1	2	0	0	1	1	88	57	33	178
	%	6.4	5.3	4.9	5.7								2.7	6.3	5.4	4.9	5.7
No Response	N	87	79	62	228	1	0	0	1	1	0	1	2	89	79	63	231
	%	6.3	7.4	9.8	7.4								5.4	6.4	7.4	9.4	7.4
TOTAL	N	1,380	1,064	633	3,077	1	1	14	16	10	1	26	37	1,391	1,066	673	3,130
	%	100.0	100.0	100.0	100.0								100.0	100.0	100.0	100.0	100.0

NOTE: Data in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who reported on an I & R User Survey that they had contacted a facility recommended by WIS.

[a] Escort, Transportation, and Follow-Through

[b] Percentages are not calculated because of small number.

Table 123: Number of Callers Who Received Information and/or Referral Only Who Were Sent Elsewhere by a Facility Recommended by WIS

Did the Facility Recommended by WIS Send the Caller Elsewhere?		Control	ETF(a)	Outreach	Total
Yes	*Number*	262	174	84	520
	Percent	19.0	16.4	13.3	16.9
No	*Number*	1,049	826	534	2,409
	Percent	76.0	77.6	84.4	78.3
No Response	*Number*	69	64	15	148
	Percent	5.0	6.0	2.4	4.8
TOTAL	*Number*	1,380	1,064	633	3,077
	Percent	100.0	100.0	100.0	100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who reported on an I & R User Survey that they had contacted a facility recommended by WIS. Data for those receiving information only, accepting a referral and declining a referral are combined in this table.

(a) Escort, Transportation, and Follow-Through

Table 124: Age of Callers Who Received Information Only, Accepted Referrals, and/or Declined Referrals

Age		Information Only				Referral Accepted				Referral Declined				Total			
		Control	ETF[a]	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Subtotal	Control	ETF	Outreach	Total
25–34	N %	542 28.6	426 27.1	206 23.8	1,174 27.1	0 (b)	0 (b)	2 (b)	2 (b)	3 (b)	1 (b)	12 35.3	16 34.0	545 28.6	427 27.1	220 24.0	1,192 27.1
20–24	N %	524 27.7	241 15.3	121 14.0	886 20.5	0	0	1	1	1	0	5 14.7	6 12.8	525 27.6	241 15.3	127 13.8	893 20.3
35–44	N %	208 11.0	232 14.8	108 12.5	548 12.7	0	0	1	1	2	0	3 8.8	5 10.6	210 11.0	232 14.7	112 12.2	554 12.6
45–54	N %	183 9.7	176 11.2	125 14.5	484 11.2	0	0	3	3	0	0	3 8.8	3 6.4	183 9.6	176 11.2	131 14.3	490 11.2
65–74	N %	116 6.1	159 10.1	94 10.9	369 8.5	1	1	1	3	3	0	2 5.9	5 10.6	120 6.3	160 10.2	97 10.6	377 8.6
55–59	N %	75 4.0	77 4.9	70 8.1	222 5.1	0	0	5	5	0	0	2 5.9	2 4.3	75 3.9	77 4.9	77 8.4	229 5.2
15–19	N %	116 6.1	69 4.4	28 3.2	213 4.9	0	0	0	0	0	1	0	1 2.1	116 6.1	70 4.4	28 3.0	214 4.9
62–64	N %	53 2.8	53 3.4	40 4.6	146 3.4	0	0	5	5	0	0	4 11.8	4 8.5	53 2.8	53 3.4	49 5.3	155 3.5
75 & Over	N %	35 1.8	36 2.3	33 3.8	104 2.4	0	0	0	0	1	0	0	1 2.1	36 1.9	36 2.3	33 3.6	105 2.4
60–61	N %	32 1.7	38 2.4	25 2.9	95 2.2			1	1	1		2 5.9	3 6.4	33 1.7	38 2.4	28 3.0	99 2.2
14 & Under	N %	8 .4	13 .8	3 .4	24 .6	0	0	0	0	0	0	0	0	8 .4	13 .8	3 .3	24 .6
No Response	N %	0	51 3.2	11 1.3	62 1.4	0	0	0	0	0	0	1 2.9	0	0	51 3.2	12 1.3	63 1.4
TOTAL	N %	1,892 100.0	1,571 100.0	864 100.0	4,327 100.0	1	1	19	21	11	2	34 100.0	47 100.0	1,904 100.0	1,574 100.0	917 100.0	4,395 100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who returned an I & R User Survey.

[a] Escort, Transportation, and Follow-Through

[b] Percentages are not calculated because of small number.

Table 125: Age of Callers Who Received Information and Referral Compared with the Total Population

Program Variation		No Response	1–24	25–34	35–44	45–54	55–59	60–61	62–64	65–75	75 Plus	Total
Control :												
User	*Number*	73	606	492	187	157	59	28	45	108	35	1,790
	Percent (a)	4.08	35.29	28.65	10.89	9.14	3.44	1.63	2.62	6.29	2.04	100.0
Population	*Number* (b)	0	412,022	99,708	82,986	81,699	36,005	13,132	18,174	47,660	32,945	824,331
	Percent	.0	49.98	12.10	10.07	9.91	4.37	1.59	2.20	5.78	4.00	100.0
Difference Between Percents (c)		4.08	–14.69	16.55	.82	–.77	–.93	.04	.42	.51	–1.96	.0
Escort Transportation, and Follow-Through												
User	*Number*	50	310	409	227	170	75	35	47	157	37	1,517
	Percent	3.30	21.13	27.88	15.47	11.59	5.11	2.39	3.20	10.70	2.52	100.0
Population	*Number*	0	316,790	77,948	77,462	70,734	29,625	10,612	14,430	36,629	25,030	659,260
	Percent	.0	48.05	11.82	11.75	10.73	4.49	1.61	2.19	5.56	3.80	100.0
Difference Between Percents		3.30	–26.92	16.06	3.72	.86	.62	.78	1.01	5.14	–1.28	.0
Outreach :												
User	*Number*	29	152	206	109	127	72	27	51	95	31	899
	Percent	3.23	17.47	23.68	12.53	14.60	8.28	3.10	5.86	10.92	3.56	100.0
Population	*Number*	0	103,690	22,134	22,830	27,697	14,338	5,365	7,574	20,397	13,882	237,907
	Percent	.0	43.58	9.30	9.60	11.64	6.03	2.26	3.18	8.57	5.84	100.0
Difference Between Percents		3.23	–26.11	14.38	2.93	2.96	2.25	.84	2.68	2.35	–2.28	.0
TOTAL :												
User	*Number*	152	1,068	1,107	523	454	206	90	143	360	103	4,206
	Percent	3.61	26.34	27.31	12.90	11.20	5.08	2.22	3.53	8.88	2.54	100.0
Population	*Number*	0	832,502	199,790	183,278	180,130	79,968	29,109	40,178	104,686	71,857	1,721,498
	Percent	.0	48.36	11.61	10.65	10.46	4.65	1.69	2.33	6.08	4.17	100.0
Difference Between Percents		3.61	–22.02	15.70	2.25	.74	.43	.53	1.20	2.80	–1.63	.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and for whom a county geocode was recorded. Population data are based on the 1970 Census.

(a) Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

(b) Based on a 100% sample of the population.

(c) The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 126: Sex of Callers Who Received Information and Referral Compared with the Total Population

Program Variation		No Response	Male	Female	Total
Control :					
User	*Number*	65	588	1,137	1,790
	Percent (a)	3.63	34.09	65.91	100.0
Population	*Number* (b)	0	405,312	419,019	824,331
	Percent	.0	49.17	50.83	100.0
Difference Between Percents (c)		3.63	−15.08	15.08	.0
Escort Transportation, and Follow-Through					
User	*Number*	41	370	1,106	1,517
	Percent	2.70	25.07	74.93	100.0
Population	*Number*	0	326,327	332,933	659,260
	Percent	.0	49.50	50.50	100.0
Difference Between Percents		2.70	−24.43	24.43	.0
Outreach :					
User	*Number*	32	279	588	899
	Percent	3.56	32.18	67.82	100.0
Population	*Number*	0	119,298	118,609	237,907
	Percent	.0	50.14	49.86	100.0
Difference Between Percents		3.56	−17.96	17.96	.0
TOTAL :					
User	*Number*	138	1,237	2,831	4,206
	Percent	3.28	30.41	69.59	100.0
Population	*Number*	0	850,937	870,561	1,721,498
	Percent	.0	49.43	50.57	100.0
Difference Between Percents		3.28	−19.02	19.02	.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and for whom a county geocode was recorded. Population data are based on the 1970 Census.

[a] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[b] Based on a 100% sample of the population.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 127: Family Income of Callers Who Received Information and Referral Compared with the Total Population

Program Variation		No Response	0–$999	$1,000–$3,999	$4,000–$5,999	$6,000–$7,999	$8,000–$9,999	$10,000–$11,999	$12,000–$14,999	$15,000 Plus	Total
Control :											
User	*Number*	248	101	267	152	176	187	201	194	264	1,790
	Percent(a)	13.85	6.55	17.32	9.86	11.41	12.13	13.04	12.58	17.12	100.0
Population	*Number*(b)	0	3,264	21,383	18,314	23,599	30,093	29,005	30,048	37,960	193,666
	Percent	.0	1.69	11.04	9.46	12.19	15.54	14.98	15.52	19.60	100.0
Difference Between Percents (c)		13.85	4.86	6.28	.40	–.78	–3.41	–1.94	–2.94	–2.48	.0
Escort, Transportation, and Follow-Through:											
User	*Number*	258	30	151	162	149	171	235	174	187	1,517
	Percent	17.01	2.38	11.99	12.87	11.83	13.58	18.67	13.82	14.85	100.0
Population	*Number*	0	1,964	12,736	11,333	16,336	25,273	26,455	28,574	38,011	160,682
	Percent	.0	1.22	7.93	7.05	10.17	15.73	16.46	17.78	23.66	100.0
Difference Between Percents		17.01	1.16	4.06	5.82	1.66	–2.15	2.21	–3.96	–8.81	.0
Outreach :											
User	*Number*	112	40	231	161	131	78	74	41	31	899
	Percent	12.46	5.08	29.35	20.46	16.65	9.91	9.40	5.21	3.94	100.0
Population	*Number*	0	1,490	11,810	8,948	9,816	9,470	7,032	5,689	5,533	59,788
	Percent	.0	2.49	19.75	14.97	16.42	15.84	11.76	9.52	9.25	100.0
Difference Between Percents		12.46	2.59	9.60	5.49	.23	–5.93	–2.36	–4.31	–5.31	.0
TOTAL :											
User	*Number*	618	171	649	475	456	436	510	409	482	4,206
	Percent	14.69	4.77	18.09	13.24	12.71	12.15	14.21	11.40	13.43	100.0
Population	*Number*	0	6,718	45,929	38,595	49,751	64,836	62,492	64,311	81,504	414,136
	Percent	.0	1.62	11.09	9.32	12.01	15.66	15.09	15.53	19.68	100.0
Difference Between Percents		14.69	3.15	7.00	3.92	.70	–3.51	–.88	–4.13	–6.25	.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and for whom a county geocode information was recorded. Population data are based on the 1970 Census.

(a) Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

(b) Based on a 20% sample of the population.

(c) The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 128: Educational Achievement of Callers Who Received Information and Referral Compared with the Total Population

Program Variation		No Response	No Education	Grade 1–7	Grade 8	Grade 9–11	Grade 12	College 1–3 Yrs.	College 4 Yrs.	College 5 Plus Years	Total
Control :											
User	*Number*	20	3	24	79	109	343	257	131	145	1,111
	Percent(a)	1.80	.27	2.20	7.24	9.99	31.44	23.56	12.01	13.29	100.0
Population	*Number*(b)	0	2,921	37,249	74,196	51,815	146,574	44,555	28,664	26,030	412,004
	Percent	.0	.71	9.04	18.01	12.58	35.58	10.81	6.96	6.32	100.0
Difference Between Percents(c)		1.80	–.44	–6.84	–10.77	–2.59	–4.14	12.75	5.05	6.97	.0
Escort, Transportation, and Follow-Through:											
User	*Number*	38	4	30	98	138	475	206	101	67	1,157
	Percent	3.28	.36	2.68	8.76	12.33	42.45	18.41	9.03	5.99	100.0
Population	*Number*	0	2,393	28,265	60,498	52,739	128,141	34,716	22,953	12,796	342,501
	Percent	.0	.70	8.25	17.66	15.40	37.41	10.14	6.70	3.74	100.0
Difference Between Percents		3.28	–.34	–5.57	–8.90	–3.07	5.04	8.27	2.33	2.25	.0
Outreach :											
User	*Number*	24	2	40	56	119	243	138	68	28	718
	Percent	3.34	.29	5.76	8.07	17.15	35.01	19.88	9.80	4.03	100.0
Population	*Number*	0	1,266	17,037	31,143	21,396	44,159	11,203	4,864	3,111	134,179
	Percent	.0	.94	12.70	23.21	15.95	32.91	8.35	3.63	2.32	100.0
Difference Between Percents		3.34	–.65	–6.94	–15.14	1.20	2.10	11.53	6.17	1.71	.0
TOTAL :											
User	*Number*	82	9	94	233	366	1,061	601	300	240	2,986
	Percent	2.75	.31	3.24	8.02	12.60	36.54	20.70	10.33	8.26	100.0
Population	*Number*	0	6,580	82,551	165,837	125,950	318,874	90,474	56,481	41,937	888,684
	Percent	.0	.74	9.29	18.66	14.17	35.88	10.18	6.36	4.72	100.0
Difference Between Percents		2.75	–.43	–6.05	–10.64	–1.57	.66	10.52	3.97	3.54	.0

NOTE: Data reported in this table are for all private individuals age 25 or over calling for themselves between October 1, 1973, and September 30, 1974, who completed an I & R User Survey and for whom county geocode information was recorded. Population data are based on the 1970 Census.

(a) Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

(b) Based on a 20% sample of the population of those age 25 or over.

(c) The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 129: Race or Ethnic Identification of Callers Who Received Information and Referral Compared with the Total Population

Program Variation		No Response	White	Black	American Indian	Other	Total
Control :							
User	*Number*	98	1,653	17	8	14	1,790
	Percent[a]	5.47	97.70	1,00	,47	.83	100.0
Population	*Number*[b]	0	814,088	3,868	3,305	3,070	824,331
	Percent	.0	98.76	.47	.40	.37	100.0
Difference Between Percents[c]		5.47	−1.06	.53	.07	.46	.0
Escort, Transportation, and Follow-Through :							
User	*Number*	64	1,436	6	3	8	1,517
	Percent	4.22	98.83	.41	.21	.55	100.0
Population	*Number*	0	652,944	4,232	821	1,263	659,260
	Percent	.0	99.04	.64	.12	.19	100.0
Difference Between Percents		4.22	−.21	−.23	.09	.36	.0
Outreach :							
User	*Number*	33	853	1	8	4	899
	Percent	3.67	98.50	.12	.92	.46	100.0
Population	*Number*	0	235,082	343	2,167	315	237,907
	Percent	.0	98.81	.14	.91	.13	100.0
Difference Between Percents		3.67	−.31	−.02	.01	.33	.0
TOTAL :							
User	*Number*	195	3,942	24	19	26	4,206
	Percent	4.64	98.28	.60	.47	.65	100.0
Population	*Number*	0	1,702,114	8,443	6,293	4,648	1,721,498
	Percent	.0	98.87	.49	.37	.27	100.0
Difference Between Percents		4.64	−.59	.11	.10	.38	.0

NOTE: Data reported in this table are for all private individuals calling for themselves between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and for whom a county geocode was recorded. Population data are based on the 1970 Census.

(a) Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

(b) Based on a 100% sample of the population.

(c) The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

Table 130: Service Needs by Category of Those Who Received Information Only

Service Category		*Total*			*Control*			*Escort, Transportation, and Follow-Through*			*Outreach*		
		Number	Percent	Rank	Number	Percent	Rank	Number	Percent	Rank	Number	Percent	Rank
31-00-00	Phone Number	2,029	11.1	1.0	1,011	12.7	1.0	716	9.6	2.0	302	10.4	2.0
02-00-00	Consumer Protection	1,902	10.4	2.0	887	11.1	2.0	814	10.9	1.0	201	6.9	4.0
10-00-00	Government	1,750	9.5	3.0	667	8.4	3.0	598	8.0	3.0	485	16.7	1.0
08-00-00	Financial	1,169	6.4	4.0	542	6.8	5.0	385	5.1	7.0	242	8.3	3.0
32-00-00	Address	1,115	6.1	5.0	544	6.8	4.0	373	5.0	8.0	198	6.8	5.0
12-00-00	Housing	1,085	5.9	6.0	422	5.3	6.0	573	7.7	4.0	90	3.1	14.0
15-00-00	Legal	885	4.8	7.0	386	4.8	9.0	372	5.0	9.0	127	4.4	7.0
07-00-00	Family	880	4.8	8.0	377	4.7	10.0	430	5.8	5.0	73	2.5	16.0
17-00-00	Medical	839	4.6	9.0	397	5.0	8.0	317	4.2	12.0	125	4.3	8.5
05-00-00	Employment	785	4.3	10.0	360	4.5	11.0	280	3.8	13.0	145	5.0	6.0
33-00-00	Other I & R	780	4.2	11.0	251	3.2	14.0	404	5.4	6.0	125	4.3	8.5
13-00-00	Insurance	755	4.1	12.0	270	3.4	13.0	369	4.9	10.0	116	4.0	10.0
18-00-00	Recreation	710	3.9	13.0	272	3.4	12.0	324	4.3	11.0	114	3.9	11.0
19-00-00	Transportation	664	3.6	14.0	405	5.1	7.0	181	2.4	17.5	78	2.7	15.0
09-00-00	Food	553	3.0	15.0	243	3.0	15.0	213	2.8	14.0	97	3.3	13.0
34-00-00	Non I & R	461	2.5	16.0	209	2.6	16.0	181	2.4	17.5	71	2.4	17.0
04-00-00	Education	449	2.4	17.0	170	2.1	17.5	177	2.4	19.0	102	3.5	12.0
06-00-00	Environmental Health	431	2.4	18.0	170	2.1	17.5	204	2.7	16.0	57	2.0	18.0
21-00-00	Volunteerism	383	2.1	19.0	152	1.9	19.0	206	2.8	15.0	25	.7	20.0
22-00-00	Well Person	265	1.4	20.0	106	1.3	20.0	111	1.5	20.0	48	1.6	19.0
20-00-00	Veterinary	127	.7	21.0	36	.4	22.0	67	.9	22.0	24	.8	21.0
11-00-00	Household Essentials	123	.7	22.0	40	.5	21.0	68	.9	21.0	15	.5	23.0
14-00-00	Law Enforcement	88	.5	23.0	35	.4	23.0	43	.6	23.0	10	.3	24.0
01-00-00	Clothing	71	.4	24.0	13	.2	24.0	39	.5	24.0	19	.6	22.0
16-00-00	Life & Death Emergencies	38	.2	25.0	12	.2	25.0	19	.2	25.0	7	.2	25.0
03-00-00	Disasters	13	.1	26.0	2	.0	26.0	6	.1	26.0	5	.2	26.0
	TOTAL	18,350	100.0		7,979	100.0		7,470	100.0		2,901	100.0	

NOTE: Data reported in this table are based on problem-service codes of all private individuals calling for themselves between October 1, 1973, and September 30, 1974. Callers having two or more codes are counted more than once in this table.

Table 131: Service Needs by Category of Those Who Accepted a Referral Appointment

Service Category		*Total* Number	*Total* Percent	*Total* Rank	*Control* Number	*Control* Percent	*Control* Rank	*Escort, Transportation, and Follow-Through* Number	*Escort, Transportation, and Follow-Through* Percent	*Escort, Transportation, and Follow-Through* Rank	*Outreach* Number	*Outreach* Percent	*Outreach* Rank
17-00-00	Medical	20	27.0	1.0	2	(a)	2.5	3	(a)	1.5	15	30.0	1.0
08-00-00	Financial	15	20.3	2.0	5		1.0	3		1.5	7	14.0	4.0
10-00-00	Government	11	14.9	3.0	2		2.5	0		9.0	9	18.0	2.0
19-00-00	Transportation	10	13.5	4.0	0		9.0	2		3.5	8	16.0	3.0
09-00-00	Food	6	8.1	5.0	0		9.0	1		5.5	5	10.0	5.0
07-00-00	Family	4	5.4	6.5	1		5.0	0		9.0	3	6.0	6.0
13-00-00	Insurance	4	5.4	6.5	0		9.0	2		3.5	2	4.0	7.0
02-00-00	Consumer Protection	1	1.4	9.5	0		9.0	1		5.5	0		10.0
15-00-00	Legal	1	1.4	9.5	1		5.0	0		9.0	0		10.0
18-00-00	Recreation	1	1.4	9.5	0		9.0	0		9.0	1	2.0	8.0
21-00-00	Volunteerism	1	1.4	9.5	1		5.0	0		9.0	0		10.0
	TOTAL	74	100.0		12			12			50	100.0	

NOTE: Data reported in this table are based on problem-service codes of all private individuals calling for themselves between October 1, 1973, and September 30, 1974. Callers having two or more codes are counted more than once in this table.

(a) Percentages are not calculated because of small number.

Table 132: Service Needs by Category of Those Who Declined a Referral Appointment

Service Category		Total			Control			Escort, Transportation, and Follow-Through			Outreach		
		Number	Percent	Rank	Number	Percent	Rank	Number	Percent	Rank	Number	Percent	Rank
08-00-00	Financial	25	15.2	1.5	11	15.7	2.0	1	(a)	3.0	13	14.6	1.5
15-00-00	Legal	25	15.2	1.5	13	18.6	1.0	0		12.0	12	13.5	3.0
10-00-00	Government	21	12.8	3.0	8	11.4	3.5	0		12.0	13	14.6	1.5
17-00-00	Medical	19	11.6	4.0	8	11.4	3.5	0		12.0	11	12.4	4.0
07-00-00	Family	11	6.7	5.0	4	5.7	6.5	2		1.0	5	5.6	7.0
13-00-00	Insurance	10	6.1	6.0	2	2.9	10.5	1		3.0	7	5.6	5.0
02-00-00	Consumer Protection	9	5.5	7.5	5	7.1	5.0	0		12.0	4	4.5	9.5
05-00-00	Employment	9	5.5	7.5	3	4.3	8.0	0		12.0	6	6.7	6.0
04-00-00	Education	5	3.0	10.5	1	1.4	15.5	0		12.0	4	4.5	9.5
06-00-00	Environmental Health	5	3.0	10.5	1	1.4	15.5	0		12.0	4	4.5	9.5
09-00-00	Food	5	3.0	10.5	1	1.4	15.5	0		12.0	4	4.5	9.5
12-00-00	Housing	5	3.0	10.5	4	5.7	6.5	1		3.0	0		17.5
19-00-00	Transportation	4	2.4	13.0	2	2.9	10.5	0		12.0	2	2.2	12.5
22-00-00	Well Person	3	1.8	14.0	2	2.9	10.5	0		12.0	1	1.1	14.5
11-00-00	Household Essentials	2	1.2	16.0	0		19.0	0		12.0	2	2.2	12.5
18-00-00	Recreation	2	1.2	16.0	1	1.4	15.5	0		12.0	1	1.1	14.5
21-00-00	Volunteerism	2	1.2	16.0	2	2.9	10.5	0		12.0	0		17.5
03-00-00	Disasters	1	.6	18.5	1	1.4	15.5	0		12.0	0		17.5
14-00-00	Law Enforcement	1	.6	18.5	1	1.4	15.5	0		12.0	0		17.5
	TOTAL	164	100.0		70	100.0		5			89	100.0	

NOTE: Data reported in this table are based on problem-service codes of all private individuals calling for themselves between October 1, 1973, and September 30, 1974. Callers having two or more codes are counted more than once in this table.

(a) Percentages are not calculated because of small number.

Table 133: Frequency Count of Different Facilities with Which WIS Centers Made Referral Appointments

Number of Referral Appointments Made at Facility	Number of Different Facilities at Which a Referral Appointment was Made
130	1
71	1
64	1
37	1
27	1
25	1
14	1
12[a]	2
11	1
10	3
8	2
7	1
6	2
4	3
3	12
2	17
1	76

NOTE: Data reported in this table are for all facilities with which Centers 1-13 made referral appointments between April 1, 1973, and September 30, 1974.

(a) E.g., two different facilities each had 12 different referral appointments made with them.

Table 134: Name of Facilities with Which WIS Centers Made Ten or More Referral Appointments

Number of Referral Appointments	Name of Facility
130	Washington Park Information Service for the Aging (WIS in Milwaukee)
71	Milwaukee County Welfare Department, Financial Assistance Division
64	Community Action Program, Suboffice in Monroe County
37	Community Action Program, Westby
27	Milwaukee Bar Association
25	Fond du Lac County Association of Life Underwriters
14	Social Security Administration, La Crosse
12	Northeast Community Action Agency, Inc., Oconto Milwaukee Hearing Society
11	Social Security Administration, Milwaukee
10	Counseling Center of Sauk, Juneau, and Richland Counties Monroe County Department of Public Welfare Project Involve South Side Center, Milwaukee

Table 135: Number of Callers Who Were Offered Follow-Through Services

Source of Call	Total	Follow-Through		Unable to Recontact Caller		Did Contact Caller		Caller had Already Contacted Facility		Received Further Assistance from WIS		Caller had Not Contacted Facility		Caller Received Further Assistance	
		Number	Percent[a]	Number	Percent[b]	Number	Percent[b]	Number	Percent[c]	Number	Percent[d]	Number	Percent[c]	Number	Percent[e]
Private Individuals Calling for Themselves	10,652	671	6.3	84	12.5	587	87.5	494	84.2	64	13.0	93	15.8	18	19.4
Private Individuals Calling for Others	1,339	138	10.3	10	7.2	128	92.8	105	82.0	16	15.2	23	18.0	2	8.7
TOTAL[f]	11,991	809	6.8	94	11.6	715	88.4	599	83.8	80	13.4	116	16.2	20	17.2

NOTE: Data in this table are based on all private individuals who called centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11) between October 1, 1973, and September 30, 1974, who were offered follow-through, regardless of any other I & R services offered.

[a] Based on row value in total column.

[b] Based on row value of "Follow-Through" column.

[c] Based on row value of "Did Contact Caller" column.

[d] Based on row value of "Caller Had Already Contacted Facility"column.

[e] Based on row value of "Caller Had Not Contacted Facility" column.

[f] Follow-through services were also offered to 83 facility callers during this time period.

Table 136: Number of Callers Who Had Not Contacted a Facility Recommended by WIS at the Time of Follow-Through Recontact Who Subsequently Contacted a Facility

Did Caller Contact Facility?	Information Only		Referral Only		Transportation & Escort Accepted		Transportation & Escort Declined		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
(And Received Additional Help for WIS.)										
Yes	4		0		0		0		4	
No	1		0		0		1		2	
Subtotal	5		0		0		1		6	
(And Did Not Receive Additional Help from WIS.)										
Yes	16		1		0		0		17	
No	10		0		0		0		10	
Subtotal	26		1		0		0		27	
No Response	0		0		0		0		0	
TOTAL	31		1		0		1		33	

NOTE: Data in this table are based on those private individuals calling centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11), for themselves between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and who had not contacted a facility recommended by WIS at the time of a follow-through recontact.

Table 137: Number of Those Receiving All I & R Services Who Contacted a Facility Recommended by WIS

Did Caller Contact Facility ?	Information Only		*Referral*		*Follow-Through*					*Escort and Transportation*		*Transportation*		Total	
			Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined		
	Number	Percent	Number[a]	Number[a]	Number	Percent	Number[a]	Number[a]	Number[a]	Number[a]	Number[a]	Number[a]	Number[a]	Number	Percent
Yes	1,064	67.7	1	1	180	77.6	12	4	2	1	2	6	4	1,277	68.2
No	385	24.5	0	1	41	17.7	0	3	2	0	2	21	1	456	24.4
No Response	122	7.8	0	0	11	4.7	1	1	0	1	0	1	1	138	7.4
TOTAL	1,571	100.0	1	2	232	100.0	13	8	4	2	4	28	6	1,871	100.0

NOTE: Data reported in this table are based on those private individuals calling centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey.

[a] Percentages are not calculated because of small frequencies.

Table 138: Budget Costs Allocated to the Provision of Follow-Through and Escort and Transportation

Center	Budget		Salaries & Fringe Benefits[c]	Percent Paid Staff Time in Direct Service				Proportionate Salary for Direct Service [d]				Overhead Rate[e]	Overhead Cost for Direct Service[f]			
	Total[a]	Escort, Transpt., & Follow-Through[b]		Total	Basic I & R	Escort & Transpt.	Follow-Through	Total	Basic I & R	Escort & Transpt.	Follow-Through		Total	Basic I & R	Escort & Transpt.	Follow-Through
Beloit (02)	$15,283	$7,694	$7,033	29.3	25.4	.2	3.7	(g)	(g)	(g)	(g)	(g)	(g)	(g)	(g)	(g)
Manitowoc (09)	30,871	9,393	23,090	69.5	61.2	7.1	1.2	$16,048	$14,131	$1,639	$ 277	33.7	$5,408	$4,762	$ 552	$ 93
Fond du Lac (10)	31,793	3,600	21,733	28.5	22.3	4.0	2.2	6,194	4,846	869	478	46.2	2,862	2,239	401	221
Waukesha (11)	40,206	7,116	34,991	19.0	17.6	.4	1.0	6,648	6,158	140	350	14.9	991	918	21	52
TOTAL [h]	$118,153	$27,803	$86,847	37.8	32.8	3.0	1.9	$32,828	$28,486	$2,606	$1,650	36.0	$11,818	$10,255	$ 938	$ 594

NOTE: Data reported in this table are for the time period October 1, 1973, through September 30, 1974.

[a] Includes all costs (salary, fringe benefits, rent, supplies, etc.) for the total program, including basic I & R and escort, transportation, and follow-through.

[b] Includes all costs (salary, fringe benefits, rent, supplies, etc.) charged against the escort, transportation, and follow-through component of the program.

[c] For all paid staff, including those providing basic I & R and program variation services.

[d] The product of the corresponding "Percent Paid Staff Time in Direct Service" column times "Salaries and Fringe Benefits."

[e] A ratio, reported as a percent, calculated according to the formula:

$$\frac{\text{(Total Costs)} - \text{(Total Salary and Fringe Benefit Costs)}}{\text{(Total Salary and Fringe Benefit Costs)}}$$

[f] The product of the "Overhead Rate" times the corresponding "Proportionate Salary for Direct Service" column.

[g] Because salaries for paid staff at the Beloit center were donated as an in-kind contribution by the sponsoring agency, the overhead rate exceeds 100% and cannot be used in these computations.

[h] Data for the Beloit center (02) are included in this total.

Table 139: Number of Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation

Center and Time Period		Info. Only	Referral		No I & R Serv. Given	No Response	Subtotal Info. & Referral Only	Follow-Through				Escort and Transportation			Transportation			Subtotal Program Variations	Total
			Accepted	Declined				Info. Only	Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Unable to Arrange	Accepted	Declined	Unable to Arrange		
Beloit (02):																			
1 4/73–9/73	*Number*	381	1	--	41	1	424	--	--	--	--	--	--	--	--	--	--	--	424
	Percent	89.86	.24	--	9.67	.24	100.0	--	--	--	--	--	--	--	--	--	--	--	100.0
2A 10/73–12/73	*Number*	*232*	--	--	*16*	*2*	*250*	*21*	--	--	--	--	--	--	--	--	--	*21*	*271*
	Percent	*85.61*	--	--	*5.90*	*.74*	*92.25*	*7.75*	--	--	--	--	--	--	--	--	--	*7.75*	*100.0*
2 10/73–3/74	*Number*	586	--	--	26	2	614	125	3	--	2	--	--	--	--	--	--	130	744
	Percent	78.76	--	--	3.49	.27	82.53	16.80	.40	--	.27	--	--	--	--	--	--	17.47	100.0
3 4/74–9/74	*Number*	897	--	--	26	2	925	139	1	--	1	--	--	--	--	--	--	141	1,066
	Percent	84.15	--	--	2.44	.19		86.77	.09		.09	--	--	--	--	--	--	13.23	100.0
Subtotal for Periods 2 & 3	*Number*	1,483	--	--	52	4	1,539	264	4	--	3	--	--	--	--	--	--	271	1,810
	Percent	81.93	--	--	2.87	.22	85.03	14.59	.22	--	.17	--	--	--	--	--	--	14.97	100.0
Manitowoc (09):																			
1 4/73–9/73	*Number*	234	3	--	3	1	241	--	--	--	--	--	--	--	--	--	--	--	241
	Percent	97.10	1.24	--	1.24	.41	100.0	--	--	--	--	--	--	--	--	--	--	--	100.0
2A 10/73–12/73	*Number*	*327*	*1*	--	*1*	--	*329*	*16*	*1*	--	--	--	--	--	--	--	--	*17*	*346*
	Percent	*94.51*	*.29*	--	*.29*	--	*95.09*	*4.62*	*.29*	--	--	--	--	--	--	--	--	*4.91*	*100.0*
2 10/73–3/74	*Number*	965	2	--	3	1	971	34	1	1	--	--	--	--	52	8	2	98	1,069
	Percent	90.27	.19	--	.28	.09	90.83	3.18	.09	.09	--	--	--	--	4.86	.75	.19	9.17	100.0
3 4/74–9/74	*Number*	1,429	1	--	6	1	1,437	72	1	1	--	--	--	--	119	9	1	203	1,640
	Percent	87.13	.06	--	.37	.06	87.62	4.39	.06	.06	--	--	--	--	7.26	.56	.06	12.38	100.0
Subtotal for Periods 2 & 3	*Number*	2,394	3	--	9	2	2,408	108	2	2	--	--	--	--	171	17	3	301	1,709
	Percent	88.37	.11	--	.33	.07	88.89	3.91	.07	.07	--	--	--	--	6.31	.63	.11	11.11	100.0
Fond du Lac (10):																			
1 4/73–9/73	*Number*	136	--	--	6	2	144	--	--	--	--	--	--	--	--	--	--	--	144
	Percent	94.44	--	--	4.17	1.39	100.0	--	--	--	--	--	--	--	--	--	--	--	100.0
2A 10/73–12/73	*Number*	*203*	*1*	*2*	*10*	--	*216*	--	--	--	--	*2*	*6*	--	*3*	--	*1*	*12*	*228*
	Percent	*89.04*	*.44*	*.88*	*4.39*	--	*94.74*	--	--	--	--	*.88*	*2.63*	--	*1.32*	--	*.44*	*5.26*	*100.0*
2 10/73–3/74	*Number*	574	2	2	23	1	602	53	5	1	5	2	9	2	10	--	4	91	693
	Percent	82.83	.29	.29	3.32	.14	86.87	7.65	.72	.14	.72	.29	1.30	.29	1.44	--	.58	13.13	100.0
3 4/74–9/74	*Number*	620	4	1	30	--	655	121	10	2	8	2	4	2	10	--	2	161	816
	Percent	75.98	.49	.12	3.68	--	80.27	14.83	1.23	.25	.98	.25	.49	.25	1.23	--	.25	19.73	100.0
Subtotal for Periods 2 & 3	*Number*	1,194	6	3	53	1	1,257	174	15	3	13	4	13	4	20	--	6	252	1,509
	Percent	79.13	.40	.20	3.51	.07	83.30	11.53	.99	.20	.86	.27	.86	.27	1.33	--	.40	16.70	100.0
Waukesha (11):																			
1 4/73–9/73	*Number*	205	--	--	3	--	208	--	--	--	--	--	--	--	--	--	--	--	208
	Percent	98.56	--	--	1.44	--	100.0	--	--	--	--	--	--	--	--	--	--	--	100.0
2A 10/73–12/73	*Number*	*276*	*1*	*2*	*5*	*5*	*289*	--	--	--	--	--	*2*	--	--	*2*	--	*4*	*293*
	Percent	*94.20*	*.34*	*.68*	*1.71*	*1.71*	*98.63*	--	--	--	--	--	*.68*	--	--	*.68*	--	*1.37*	*100.0*
2 10/73–3/74	*Number*	591	1	3	11	8	614	32	--	--	1	1	2	--	--	6	--	42	656
	Percent	90.09	.15	.46	1.68	1.22	93.60	4.88	--	--	.15	.15	.30	--	--	.91	--	6.40	100.0
3 4/74–9/74	*Number*	796	2	--	26	--	824	28	1	--	2	1	--	--	--	4	--	37	861
	Percent	92.45	.23	--	3.02	--	95.70	3.25	.12	--	.23	.23	--	--	--	.46	--	4.30	100.0
Subtotal for Periods 2 & 3	*Number*	1,387	3	3	37	8	1,438	60	1	--	3	2	2	--	--	10	--	79	1,517
	Percent	91.43	.20	.20	2.44	.53	94.79	3.96	.07	--	.20	.13	.13	--	--	.66	--	5.21	100.0
TOTAL:	*Number*	6,458	12	6	151	15	6,642	604	22	5	19	6	15	4	192	27	9	903	7,545
	Percent	85.59	.16	.08	2.00	.20	88.03	8.01	.29	.07	.25	.08	.20	.05	2.54	.36	.12	11.97	100.0

NOTE: Data reported in this table are for all private individuals calling for themselves between April 1, 1973, and September 30, 1974.

[a] Percentages are based on row totals.

[b] Not included in Subtotals or TOTAL.

Table 140: Amount of Time Required to Provide Help to Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation

Hours	Minutes	Information Only Number	Information Only Percent	Referral: Accepted Number[a]	Referral: Declined Number[a]	Follow-Through: No Recontact Number	Follow-Through: No Recontact Percent	Follow-Through: Contacted Facty. Number	Follow-Through: Contacted Facty. Percent	Follow-Through: Had Not Contated Facty. Number	Follow-Through: Had Not Contated Facty. Percent	Subtotal Follow-Through Number	Subtotal Follow-Through Percent	Escort and/or Transp. Accepted Number	Escort and/or Transp. Accepted Percent	Total Number	Total Percent
	01-05	2,176	32.9	0	0	14	16.7	16	3.4	2	2.2	32	5.0	23	10.4	2,231	29.8
	06-10	1,579	23.9	1	2	14	16.7	64	13.6	18	19.4	96	14.8	98	44.1	1,776	23.7
	11-15	867	13.1	3	2	15	17.9	80	17.0	16	17.2	111	17.2	24	10.8	1,007	13.4
	16-20	637	9.6	2	1	15	17.9	79	16.8	17	18.3	111	17.2	27	12.2	778	10.4
	21-25	313	4.7	0	0	4	4.8	44	9.4	8	8.6	56	8.7	13	5.9	382	5.1
	26-30	279	4.2	1	0	5	6.0	34	7.2	4	4.3	43	6.6	7	3.2	330	4.4
	31-35	98	1.5	0	0	3	3.6	19	4.0	3	3.2	25	3.9	0		123	1.6
	36-40	112	1.7	0	0	2	2.4	15	3.2	3	3.2	20	3.1	1	.4	133	1.8
	41-45	110	1.7	1	0	0		23	4.9	5	5.4	28	4.3	2	.9	141	1.9
	46-50	33	.5	1	0	1	1.2	9	1.9	1	1.1	11	1.7	0		45	.6
	51-55	16	.2	0	0	0		1	.2	1	1.1	2	.3	0		18	.2
	56-60	1		0	0	0		0		2	2.2	2	.3	0		3	(b)
1	01-15	71	1.1	1	1	0		10	2.1	3	3.2	13	2.0	2	.9	88	1.2
1	16-30	53	.8	1	0	0		16	3.4	1	1.1	17	2.6	0		71	1.0
1	31-45	29	.4	0	0	0		14	3.0	1	1.1	15	2.3	0		44	.6
1	46-60	14	.2	0	0	0		3	.6	2	2.2	5	.8	0		19	.2
2 Plus		39	.6	0	0	0		30	6.4	2	2.2	32	5.0	2	.9	73	1.0
No Response		182	2.8	1	0	11	13.1	13	2.8	4	4.3	28	4.3	23	10.4	234	3.1
TOTAL		6,609	100.0	12	6	84	100.0	470	100.0	93	100.0	647	100.0	222	100.0	7,496	100.0

NOTE: Data reported in this table are for all private individuals calling for themselves between October 1, 1973, and September 30, 1974.

[a] Percentages are not calculated because of small frequencies.

[b] Less than .1%

Table 141: Number of Days Required to Provide Help to Callers Who Received Information, Referral, Follow-Through and Escort and Transportation

Number of Days	Information Only		Referral		Follow-Through								Escort and/or Transpt. Accepted		Total	
			Accepted	Declined	No Recontact		Contacted Facty.		Had Not Contacted Facty.		Subtotal Follow-through					
	Number	Percent	Number[a]	Number[a]	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
1	5,729	86.7	7	5	41	48.8	69	14.7	8	8.6	118	18.2	174	78.4	6,033	80.5
2	349	5.3	1	0	1	1.2	41	8.7	7	7.5	49	7.6	13	5.9	412	5.5
3	109	1.6	1	0	4	4.8	30	6.4	3	3.2	37	5.7	4	1.8	151	2.0
4	57	.9	0	0	2	2.4	17	3.6	6	6.4	25	3.9	4	1.8	86	1.2
5	52	.8	0	0	0		35	7.4	3	3.2	38	5.9	3	1.4	93	1.2
6	38	.6	0	0	2	2.4	64	13.6	16	17.2	82	12.7	0		120	1.6
7	20	.3	0	0	1	1.2	46	9.8	7	7.5	54	8.4	0		74	1.0
8-15	54	.8	0	1	19	22.6	111	23.6	34	36.6	164	25.4	0		219	2.9
16-30	22	.3	2	0	2	2.4	32	6.8	3	3.2	37	5.7	1	.4	62	.8
30 Plus	2	(b)	0	0	1	1.2	11	2.3	2	2.2	14	2.2	0		16	.2
No Response	177	2.7	1	0	11	13.1	14	3.0	4	4.3	29	4.5	23	10.4	230	3.1
TOTAL	6,609	100.0	12	6	84	100.0	470	100.0	93	100.0	647	100.0	222	100.0	7,496	100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974.

[a] Percentages are not calculated because of small frequencies.

[b] Less than .1%

Table 142: Number of Contacts Required to Help Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation

			Referral		*Follow-Through*											
	Information Only		Accepted	Declined	No Recontact		Contacted Facty.		Had Not Contacted Facty.		Subtotal Follow-Through		Escort and/or Transpt. Accepted		Total	
Number of Contacts	**Number**	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
1	4,047	61.2	0	0	46	54.8	0		0		46	7.1	113	50.9	4,206	56.1
2	563	8.5	3	1	6	7.1	147	31.3	27	29.0	180	27.8	45	20.3	792	10.6
3	978	14.8	3	2	15	17.9	57	12.1	11	11.8	83	12.8	19	8.6	1,085	14.5
4	413	6.2	2	1	4	4.8	100	21.3	24	25.8	128	19.8	12	5.4	556	7.4
5	219	3.3	0	1	0		50	10.6	10	10.8	60	9.3	5	2.2	285	3.8
6 or More	212	3.2	3	1	2	2.4	103	21.9	17	18.3	122	18.9	5	2.2	343	4.6
No Response	177	2.7	1	0	11	13.1	13	2.8	4	4.3	28	4.3	23	10.4	229	3.0
TOTAL	6,609	100.0	12	6	84	100.0	470	100.0	93	100.0	647	100.0	222	100.0	7,496	100.0

NOTE: Data reported in this table are based on all private individuals calling for themselves between October 1, 1973, and September 30, 1974.

(a) Percentages are not calculated because of small frequencies.

Table 143: Cost Per Unit of Service for Basic I & R, Follow-Through, and Escort and Transportation

Center	Salary Plus Overhead Costs[(a)]				Calls Received[(b)]				Cost Per Unit of Service			
	Total	Basic I & R	Escort & Transpt.	Follow-Through	Total	Basic I & R	Escort & Transpt.	Follow-Through	Total	Basic I & R	Escort & Transpt.	Follow-Through
Beloit (02)(c)	—	—	—	—	*2,264* (d)	*1,922* (d)	*9* (d)	*333* (d)	—	—	—	—
Manitowoc (09)	$21,456	$18,893	$2,191	$ 370	3,667	3,212	301	154	$5.85	$6.28	$7.29	$2.39
Fond du Lac (10)	9,056	7,085	1,270	699	2,188	1,817	78	293	4.14	4.64	17.52	2.37
Waukesha (11)	7,639	7,076	161	402	2,016	1,935	8	73	3.79	3.91	21.47	5.47
TOTAL	$38,151	$33,054	$3,622	$1471	7,871	6,964	387	520	$4.85	$4.75	$ 9.36	$2.83

NOTE: Data reported in this table are for the time period October 1, 1973, through September 30, 1974.

[a] The sum of the corresponding "Proportionate Salary" and "Overhead Cost" columns in Table 138.

[b] All Calls received at each center during the time October 1, 1973, through September 30, 1974.

[c] Because salaries for paid staff at the Beloit center were donated as an in-kind contribution by the sponsoring agency, the overhead rate exceeds 100% and cannot be used in these computations.

[d] These figures are not included in column TOTALS.

Table 144: Service Needs by Category of Those Who Received Information, Referral, Follow-Through, and Escort and Transportation

			Referral		Follow-Through							Escort & Transportation			Transportation				Total	
	Information Only		Accepted	Declined	Information Only		Referral Accepted		Transpt. Accepted	Escort & Transpt. Accepted		Accepted	Declined		Accepted		Declined			
Category	Number	Percent	Number(a)	Number(a)	Number	Percent	Number	Percent	Number(a)	Number	Percent	Number(a)	Number	Percent	Number	Percent	Number	Percent	Number	Percent
02-00-00 Consum. Protec.	814	10.9	1	0	118	13.4	1	1.8	0	0		0	1	2.8	0		0		935	10.7
31-00-00 Phone Number	716	9.6	1	0	5	6	0		0	0		0	0		0		0		722	8.3
12-00-00 Housing	573	7.7	0	1	106	12.0	2	3.7	1	1	3.0		1	2.8	1	.5	2	6.4	688	7.9
10-00-00 Government	598	8.0	0	0	41	4.6	3	5.6	0	2	6.1	0	1	2.8	0		1	3.2	646	7.4
08-00-00 Financial	385	5.2	3	1	117	13.2	12	22.2	0	8	24.2	3	12	33.3	1	.5	5	16.1	547	6.3
07-00-00 Family	430	5.8	0	2	91	9.8	2	3.7	0	2	6.1	1	2	5.6	0		0		530	6.1
13-00-00 Insurance	369	4.9	2	1	87	9.8	18	33.3	1	2	6.1	0	5	13.9	0		1	3.2	486	5.6
19-00-00 Transportation	181	2.4	2	0	14	1.6	2	3.7	4	11	33.3	2	0		197	98.5	17	54.8	430	4.9
15-00-00 Legal	372	5.0	0	0	45	5.1	1	1.8	2	1	3.0	0	2	5.6	1	.5	0		424	4.8
33-00-00 Other I & R	404	5.4	1	0	7	.8	0		0	0		0	0		0		0		412	4.7
17-00-00 Medical	317	4.2	3	0	59	6.7	5	9.3	0	2	6.1	0	3	8.3	0		1	3.2	390	4.5
32-00-00 Address	373	5.0	0	0	4	.4	0		0	0		0	0		0		0		377	4.3
18-00-00 Recreation	324	4.3	0	0	9	1.0	0		0	0		0	0		0		0		333	3.8
05-00-00 Employment	280	3.8	0	0	42	4.8	2	3.7	0	0		0	3	8.3	0		1	3.2	328	3.8
09-00-00 Food	213	2.8	1	0	28	3.2	3	5.6	1	3	9.1	2	5	13.9	0		3	9.7	259	3.0
21-00-00 Volunteerism	206	2.8	0	0	22	2.5	1	1.8	0	1	3.0	0	0		0		0		230	2.6
06-00-00 Envirmt. Health	204	2.7	0	0	24	2.7	0		0	0		0	1	2.8	0		0		229	2.6
04-00-00 Education	177	2.4	0	0	19	2.2	0		0	0		0	0		0		0		196	2.2
34-00-00 Non I & R	181	2.4	0	0	10	1.1	0		0	0		0	0		0		0		191	2.2
22-00-00 Well Person	111	1.5	0	0	7	.8	0		0	0		0	0		0		0		118	1.4
11-00-00 Household Essent.	68	.9	0	0	10	1.1	0		0	0		0	0		0		0		78	.9
20-00-00 Veterinary	67	.9	0	0	3	.3	0		0	0		0	0		0		0		70	.8
14-00-00 Law Enforcement	43	.6	0	0	6	.7	0		0	0		0	0		0		0		49	.6
01-00-00 Clothing	39	.5	0	0	6	.7	1	1.8	0	0		0	0		0		0		46	.5
16-00-00 Life & Death Emgy.	19	.2	0	0	3	.3	1	1.8	0	0		0	0		0		0		23	.3
03-00-00 Disasters	6	.1	0	0	0		0		0	0		0	0		0		0		6	.1
TOTAL	7,470	100.0	14	5	883	100.0	54	100.0	9	33	100.0	8	36	100.0	200	100.0	31	100.0	8,743	100.0

NOTE: Data reported in this table are based on problem-service codes of all private individuals calling for themselves between October 1, 1973 and September 30, 1974. Callers having two or more codes are counted more than once in this table.

(a) Percentages are not calculated because of small frequencies.

Table 145: Age of Callers Who Received Information and Referral, Follow-Through, Escort, or Transportation Compared with the Total Population

Service Provided		No Response	1–24	25–34	35–44	45–54	55–59	60–61	62–64	65–74	75 Plus	Total
Population	*Number* (a)	*0*	*316,790*	*77,948*	*77,462*	*70,734*	*29,625*	*10,612*	*14,430*	*36,629*	*25,030*	*659,260*
	Percent	*.0*	*48.05*	*11.82*	*11.75*	*10.73*	*4.49*	*1.61*	*2.19*	*5.56*	*3.80*	*100.0*
Information and/or Referral :												
User	*Number*	50	310	409	227	170	75	35	47	157	37	1,517
	Percent (b)	3.30	21.13	27.88	15.47	11.59	5.11	2.39	3.20	10.70	2.52	100.0
Difference Between Percents (c)		3.30	–26.92	16.06	3.72	.86	.62	.78	1.01	5.14	–1.28	.0
Information and Follow-Through :												
User	*Number*	13	34	64	38	21	10	3	10	34	4	231
	Percent	5.63	15.60	29.36	17.43	9.63	4.59	1.38	4.59	15.60	1.83	100.0
Difference Between Percents		5.63	–32.45	17.54	5.68	–1.10	.10	–.23	2.40	10.04	–1.97	.0
Information and Escort :												
User	*Number* (d)	1	0	1	1	1	0	0	0	2	3	9
	Percent	11.11	.0	12.50	12.50	12.50	.0	.0	.0	25.00	37.50	100.0
Difference Between Percents		11.11	–48.05	.68	.75	1.77	–4.49	–1.61	–2.19	19.44	33.70	.0
Information and Transportation :												
User	*Number* (d)	3	3	5	7	2	2	0	2	11	11	46
	Percent	6.52	6.98	11.63	16.28	4.65	4.65	.0	4.65	25.58	25.58	100.0
Difference Between Percents		6.52	–41.07	–.19	4.53	–6.08	.16	–1.61	2.46	20.02	21.78	.0

NOTE: Data reported in this table are for all private individuals contacting the centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11), for themselves between October 1, 1973 and September 30, 1974, who completed an I & R User Survey and for whom county census geocode information was recorded. Population data are based on the 1970 Census.

[a] Based on a 100% sample of the population

[b] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

[d] Includes data for those who also received follow-through services.

Table 146: Sex of Callers Who Received Information and Referral, Follow-Through, Escort, or Transportation Compared with the Total Population

Service Provided		No Response	Male	Female	Total
Population	*Number*[a]	*0*	*326,327*	*332,933*	*659,260*
	Percent	*.0*	*49.50*	*50.50*	*100.0*
Information and/or Referral :					
User	*Number*	41	370	1,106	1,517
	Percent[b]	2.70	25.07	74.93	100.0
Difference Between Percents[c]		2.70	–24.43	24.43	.0
Information and Follow-Through :					
User	*Number*	10	61	160	231
	Percent	4.33	27.60	72.40	100.0
Difference Between Percents		4.33	–21.90	21.90	.0
Information and Escort :					
User	*Number*[d]	1	2	6	9
	Percent	11.1	25.00	75.00	100.0
Difference Between Percents		11.1	–24.50	24.50	.0
Information and Transportation :					
User	*Number*[d]	1	6	39	46
	Percent	2.17	13.33	86.67	100.0
Difference Between Percents		2.17	–36.17	36.17	.0

NOTE: Data reported in this table are for all private individuals contacting the centers in Beloit (02), Manitowoc (09), Fond du Lac (10) and Waukesha (11), for themselves between October 1, 1973, and September 30, 1974, who completed an I & R User Survey and for whom county census geocode information was recorded. Population data are based on the 1970 Census.

[a] Based on a 100% sample of the population.

[b] Denominator for "No Response" column equals User "Total" column minus User "No Response" column.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

[d] Includes data for those who also received follow-through services.

Table 147: Family Income of Callers Who Received Information and Referral, Follow-Through, Escort or Transportation Compared with Total Population

Service Provided		**No Response**	**0–$999**	**$1,000–$3,999**	**$4,000–$5,999**	**$6,000–$7,999**	**$8,000–$9,999**	**$10,000–$11,999**	**$12,000–$14,999**	**$15,000 Plus**	**Total**
Population	*Number*[a]	*0*	*1,964*	*12,736*	*11,333*	*16,336*	*25,273*	*26,455*	*28,574*	*38,011*	*160,682*
	Percent	*.0*	*1.22*	*7.93*	*7.05*	*10.17*	*15.73*	*16.46*	*17.78*	*23.66*	*100.0*
Information and/or Referral :											
User	*Number*	258	30	151	162	149	171	235	174	187	1,517
	Percent[b]	17.01	2.38	11.99	12.87	11.83	13.58	18.67	13.82	14.85	100.0
Difference Between Percents[c]		17.01	1.16	4.06	5.82	1.66	–2.15	2.21	– 3.96	–8.81	.0
Information and Follow-Through :											
User	*Number*	43	6	41	25	23	23	37	21	12	231
	Percent	18.61	3.19	21.81	13.30	12.23	12.23	19.68	11.17	6.38	100.0
Difference Between Percents		18.61	1.97	13.88	6.25	2.06	–3.50	3.22	–6.61	–17.28	.0
Information and Escort :											
User	*Number*[d]	7	0	1	1	0	0	0	0	0	9
	Percent	77.78	.0	50.00	50.00	.00	.00	.00	.00	.00	100.0
Difference Between Percents		77.78	–1.22	42.07	42.95	–10.17	–15.73	–16.46	–17.78	–23.66	.0
Information and Transportation :											
User	*Number*[d]	22	2	9	6	1	2	2	0	2	46
	Percent	47.83	8.33	37.50	25.00	4.17	8.33	8.33	.00	8.33	100.0
Difference Between Percents		47.83	7.11	29.57	17.95	–6.00	–7.40	–8.13	–17.78	–15.33	.0

NOTE: Data reported in this table are for all private individuals contacting centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11), for themselves between October 1, 1973, and September 30, 1974, who completed an I & R User Survey and for whom county census geocode information was recorded. Population data are based on the 1970 Census.

[a] Based on a 20% sample of the population.

[b] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

[d] Includes data for those who also received follow-through services.

Table 148: Educational Achievement of Callers Who Received Information and Referral, Follow-Through, Escort, or Transportation Compared with the Total Population

Service Provided		No Response	No Education	Grade 1–7	Grade 8	Grade 9–11	Grade 12	College 1–3 Yrs.	College 4 Years	College 5 Plus Years	Total
Population	*Number*[a]	*0*	*2,393*	*28,265*	*60,498*	*52,739*	*128,141*	*34,716*	*22,953*	*12,796*	*342,501*
	Percent	*.0*	*.70*	*8.25*	*17.66*	*15.40*	*37.41*	*10.14*	*6.70*	*3.74*	*100.0*
Information and/or Referral : User	*Number*	38	4	30	98	138	475	206	101	67	1,157
	Percent[b]	3.28	.36	2.68	8.76	12.33	42.45	18.41	9.03	5.99	100.0
Difference Between Percents[c]		3.28	–.34	–5.57	–8.90	–3.07	5.04	8.27	2.33	2.25	.0
Information and Follow-Through : User	*Number*	5	2	9	16	29	78	32	9	4	184
	Percent	2.72	1.12	5.03	8.94	16.20	43.58	17.88	5.03	2.23	100.0
Difference Between Percents		2.72	.42	–3.22	–8.72	.80	6.17	7.74	–1.67	–1.51	.0
Information and Escort : User	*Number*[c]	0	0	2	3	2	1	0	0	0	8
	Percent	.0	.0	25.00	37.50	25.00	12.50	.00	.00	.00	100.0
Difference Between Percents		.0	–.70	16.75	19.84	9.60	–24.91	–10.14	–6.70	–3.74	.0
Information and Transportation : User	*Number*[d]	5	1	6	7	8	8	2	2	1	40
	Percent	12.50	2.86	17.14	20.00	22.86	22.86	5.71	5.71	2.86	100.0
Difference Between Percents		12.50	2.16	8.89	2.34	7.46	–14.55	–4.43	–.99	–.88	.0

NOTE: Data reported in this table are for all private individuals contacting the centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11), for themselves between October 1, 1973, and September 30, 1974, who completed an I & R User Survey and for whom county census geocode information was recorded. Population data are based on the 1970 Census.

[a] Based on a 20% sample of the population of those age 25 or over.

[b] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus I & R User "No Response" column.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

[d] Includes data for those who also received follow-through services.

Table 149: Race or Ethnic Identification of Callers Who Received Information and Referral Follow-Through, Escort, or Transportation Compared with the Total Population

Service Provided		**No Response**	**White**	**Black**	**American Indian**	**Other**	**Total**
Population	*Number*[a]	*0*	*652,944*	*4,232*	*821*	*1,263*	*659,260*
	Percent	*.0*	*99.04*	*.64*	*.12*	*.19*	*100.0*
Information and/or Referral :							
User	*Number*	64	1,436	6	3	8	1,517
	Percent (b)	4.22	98.83	.41	.21	.55	100.0
Difference Between Percents (c)		4.22	−.21	−.23	.09	.36	.0
Information and Follow-Through :							
User	*Number*	11	211	6	1	2	231
	Percent	4.76	95.91	2.73	.45	.91	100.0
Difference Between Percents		4.76	−3.13	2.09	.33	.72	.0
Information and Escort :							
User	*Number* (d)	2	6	0	0	1	9
	Percent	22.22	85.71	.0	.0	14.29	100.0
Difference Between Percents		22.22	−13.33	−.64	−.12	14.10	.0
Information and Transportation :							
User	*Number* (d)	3	41	1	0	1	46
	Percent	6.52	95.35	2.33	.0	2.33	100.0
Difference Between Percents		6.52	−3.69	1.69	−.12	2.14	.0

NOTE: Data reported in this table are for all private individuals contacting centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11), for themselves between October 1, 1973, and September 30, 1974, who completed an I & R User Survey and for whom county census geocode information was recorded. Population data are based on the 1970 Census.

[a] Based on a 20% sample of the population.

[b] Denominator for "No Response" column equals value in User "Total" column. Denominator for all other columns equals User "Total" column minus User "No Response" column.

[c] The "Difference Between Percents" value is obtained by subtracting the "Population" percent from the corresponding "User" percent. A positive number indicates that proportionately more users fell into a particular category than would be expected on the basis of those in the category in the general population. A negative value indicates that less users fell into the category than would be expected on the basis of the distribution in the population.

[d] Includes data for those who also received follow-through services.

Table 150: Living Arrangements of Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation

			Referral		*Follow-Through*					*Escort & Transportation*		*Transportation*		Total	
	Information Only		Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined		
Living Arrangements	**Number**	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**
Lives with Family	1,240	78.9	0	2	177	76.3	8	6	2	0	4	8	4	1,451	77.6
Lives Alone	196	12.5	1	0	34	14.7	3	2	2	1	0	17	2	258	13.8
Lives with Unrelated Person	51	3.2	0	0	8	3.4	1	0	0	0	0	0	0	60	3.2
Other Living Arrangements	24	1.5	0	0	3	1.3	0	0	0	0	0	2	0	29	1.6
No Response	60	3.8	0	0	10	4.3	1	0	0	1	0	1	0	73	3.9
TOTAL		100.0	1	2	232	100.0	13	8	4	2	4	28	6	1,871	100.0

NOTE: Data reported in this table are based on those private individuals calling centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey.

(a) Percentages are not calculated because of small frequencies.

Table 151: Number of Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation Who Were Also Recipients of Social Security Benefits

			Referral		*Follow-Through*					*Escort & Transportation*		*Transportation*		Total	
	Information Only		Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined		
Social Security Recipient?	**Number**	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**
Yes	306	19.5	1	0	61	26.3	8	3	3	1	1	19	4	407	21.8
No	1,265	80.5	0	2	171	73.7	5	5	1	1	3	9	2	1,464	78.2
No Response	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1,571	100.0	1	2	232	100.0	13	8	4	2	4	28	6	1,871	100.0

NOTE: Data reported in this table are based on those private individuals calling centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey.

(a) Percentages are not calculated because of small frequencies.

Table 152: Evaluation byCallers Who Received Information, Referral, Follow-Through, and Escort and Transportation as to Whether or Not They Were Sent to the Right Place by WIS

			Referral		*Follow-Through*					*Escort & Transportation*		*Transportation*			
Sent to Right Place	Information Only		Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined	Total	
	Number	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**
Yes	965	90.7	1	1	163	90.6	11	4	2	1	2	6	4	1,160	90.8
No	17	1.6	0	0	5	2.8	0	0	0	0	0	0	0	22	1.7
No Response	82	7.7	0	0	12	6.7	1	0	0	0	0	0	0	95	7.4
TOTAL	1,064	100.0	1	1	180	100.0	12	4	2	1	2	6	4	1,277	100.0

NOTE: Data reported in this table are based on those private individuals calling centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and who contacted a recommended facility.

(a) Percentages are not calculated because of small frequencies.

Table 153: Length of Time Callers Had to Wait at a Facility Recommended by WIS Before Being Seen

			Referral		*Follow-Through*					*Escort & Transportation*		*Transportation*			
Length of Wait	Information Only		Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined	Total	
	Number	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**[(a)]	**Number**	**Percent**
15 mins. or less	747	70.2	0	1	136	75.6	9	2	2	1	1	5	4	908	71.1
15–30 mins.	52	4.9	0	0	9	5.0	0	0	0	0	0	0	0	61	4.8
31–60 mins.	36	3.4	0	0	3	1.7	1	1	0	0	0	1	0	42	3.3
Over 60 mins.	40	3.8	1	0	18	10.0	1	0	0	0	1	0	0	61	4.8
No Response	189	17.8	0	0	14	7.8	1	1	0	0	0	0	0	205	16.0
TOTAL	1,064	100.0	1	1	180	100.0	12	4	2	1	2	6	4	1,277	100.0

NOTE: Data reported in this table are based on those private individuals calling centers in Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and who contacted a recommended facility.

(a) Percentages are not calculated because of small frequencies.

Table 154: Number of Problems for Which Callers Got Help at a Facility Recommended by WIS

Number of Problems	Information Only		*Referral*		*Follow-Through*					*Escort & Transportation*		*Transportation*		Total	
			Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined		
	Number	Percent	Number[(a)]	Number[(a)]	Number	Percent	Number[(a)]	Number[(a)]	Number[(a)]	Number[(a)]	Number[(a)]	Number[(a)]	Number[(a)]	Number	Percent
All	713	67.0	0	1	116	64.4	8	2	1	1	1	4	2	849	66.5
Some	216	20.3	0	0	47	26.1	3	1	1	0	1	2	2	273	21.4
None	56	5.3	1	0	11	6.1	0	0	0	0	0	0	0	68	5.3
No Response	79	7.4	0	0	6	3.3	1	1	0	0	0	0	0	87	6.8
TOTAL	1,064	100.0	1	1	180	100.0	12	4	2	1	2	6	4	1,277	100.0

NOTE: Data reported in this table are based on those private individuals calling centers Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and who contacted a recommended facility.

(a) Percentages are not calculated because of small frequencies.

Table 155: Number of Callers Who Were Sent Elsewhere by a Facility Recommended by WIS

Caller Sent Elsewhere?	Information Only		*Referral*		*Follow-Through*					*Escort & Transportation*		*Transportation*		Total	
			Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined		
	Number	Percent	Number[(a)]	Number[(a)]	Number	Percent	Number[(a)]	Number[(a)]	Number[(a)]	Number[(a)]	Number[(a)]	Number[(a)]	Number[(a)]	Number	Percent
Yes	169	15.9	0	0	44	24.4	5	2	1	0	1	1	0	223	17.5
No	807	75.8	1	1	127	70.6	7	2	1	1	1	5	4	957	74.9
No Response	88	8.3	0	0	9	5.0	0	0	0	0	0	0	0	97	7.6
TOTAL	1,064	100.0	1	1	180	100.0	12	4	2	1	2	6	4	1,277	100.0

NOTE: Data reported in this table are based on those private individuals calling centers Beloit (02), Manitowoc (09), Fond du Lac (10), and Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey, and who contacted a recommended facility.

(a) Percentages are not calculated because of small frequencies.

Table 156: Evaluation of WIS Service by Callers Who Received Information, Referral, Follow-Through, and Escort and Transportation

			Referral		*Follow-Through*					*Escort & Transportation*		*Transportation*			
	Information Only		Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined	Total	
Rating of WIS Service	**Number**	**Percent**	**Number**[a]	**Number**[a]	**Number**	**Percent**	**Number**[a]	**Number**[a]	**Number**[a]	**Number**[a]	**Number**[a]	**Number**[a]	**Number**[a]	**Number**	**Percent**
Excellent	1,095	69.7	1	1	153	66.0	8	6	4	1	3	25	4	1,301	69.5
Good	378	24.1	0	0	63	27.2	5	2	0	1	1	0	0	450	24.0
Fair	37	2.4	0	0	6	2.6	0	0	0	0	0	0	0	43	2.3
Poor	6	.4	0	0	3	1.3	0	0	0	0	0	0	0	9	.5
No Response	55	3.4	0	1	7	3.0	0	0	0	0	0	3	2	68	3.6
TOTAL	1,571	100.0	1	2	232	100.0	13	8	4	2	4	28	6	1,871	100.0

NOTE: Data reported in this table are based on those private individuals calling centers Beloit (02), Manitowoc (09), Fond du Lac (10), Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey.

[a] Percentages are not calculated because of small frequencies.

Table 157: Number of Callers Who Would Recommend WIS to a Friend

			Referral		*Follow Through*					*Escort & Transportation*		*Transportation*			
	Information Only		Accepted	Declined	Information Only		Referral Accepted	Transpt. Accepted	Escort & Transpt. Accepted	Accepted	Declined	Accepted	Declined	Total	
Recommend to a Friend?	**Number**	**Percent**	**Number**[a]	**Number**[a]	**Number**	**Percent**	**Number**[a]	**Number**[a]	**Number**[a]	**Number**[a]	**Number**[a]	**Number**[a]	**Number**[a]	**Number**	**Percent**
Yes	1,473	93.8	1	1	221	95.3	13	8	4	2	4	25	5	1,757	93.9
No	29	1.8	0	0	4	1.7	0	0	0	0	0	0	0	33	1.8
No Response	69	4.4	0	1	7	3.0	0	0	0	0	0	3	1	81	4.3
Total	1,571	100.0	1	2	232	100.0	13	8	4	2	4	28	6	1,871	100.0

NOTE: Data reported in this table are based on those private individuals calling centers Beloit (02), Manitowoc (09), Fond du Lac (10), Waukesha (11) between October 1, 1973, and September 30, 1974, who returned an I & R User Survey.

[a] Percentages are not calculated because of small frequencies.